

Leadership and team effectiveness

Course duration: 4-days

Course cost: \$950 per person (public workshops)

Special rates can be negotiated for workshops conducted by Training Services Australia on behalf of our clients, exclusively for their personnel.

Aim of course: To equip participants with the skills, knowledge and attitude to lead others in the workplace, promote team effectiveness, and establish effective workplace relationships.

Units covered: BSBMGT401A – Show leadership in the workplace
BSBWOR401A – Establish effective workplace relationships
BSBWOR402A – Promote team effectiveness

Delivery method: Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after the workshop.

Who should attend? Frontline managers who are required to provide leadership and guidance to others and have responsibility for the effective functioning and performance of a team and its work outcomes.

Qualification: This course forms part of the Certificate IV in Frontline Management (BSB40812) but may also be used to contribute towards the requirements of its replacement qualification, the Certificate IV in Leadership and Management (BSB42015).

Pre-requisites: There are no formal pre-requisites for undertaking this course.

Language, literacy and numeracy (LLN) requirements: To successfully complete the course, participants will need to have a **reasonable level of reading and writing ability**. Examples of activities that participants will need to perform include:

- Sourcing, reading and explaining the organisation's code of conduct and performance management procedures
- Preparing and documenting performance plans for team members
- Presenting issues in a meeting, managing the discussion effectively and documenting the outcomes

Participants are also required to have reasonable computer skills (as typically required by frontline managers working in an office environment) to send emails, word process correspondence and short reports, and source information from the internet.

Those wishing for further advice about whether they have the necessary LLN skills to complete this course should contact a TSA Training Advisor.

Access to a workplace environment: To complete the assessment requirements for this course, participants will need to be working in an organisation where they are able to practise and apply their frontline management skills. This includes leading and supervising others, and taking responsibility for the functioning, performance and work outcomes of a team.

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Pre-course work:

Participants are encouraged to source the following information from their organisation before attending the workshop:

- A copy of their job description form / position description / duty statement
- Their organisation's value statement / list of values
- Their organisation's code of conduct
- Their organisation's performance management procedures

Homework:

Some participants may find it necessary to complete work at home after each day of the course, in preparation for the following day.

Topics

DAY 1

- The role of the supervisor
- Communication skills for supervisors
- Legislation basics for supervisors
- Leadership theories and models

DAY 2

- Role models, values and standards
- Building the trust and confidence of others
- Introduction to teams

DAY 3

- Planning to achieve team outcomes
- Developing team cohesion
- Effective communication and consultation
- Problem solving and decision making

DAY 4

- Managing conflict
- Managing difficulties in the workplace
- Building networks and relationships
- Working effectively with your manager

Assessment

The assessment for this course consists of:

- On-course assessment activities designed to test learners' underpinning knowledge of leadership, team effectiveness and effective workplace relationships.
- A post-course assignment, including:
 - Structured tasks / activities to provide evidence of the application of leadership skills, promoting team effectiveness and building effective relationships in the workplace
 - Answers to questions about practical application of key components of the course (may be presented in writing or via an interview with a TSA assessor)
 - Third party report from supervisor confirming practical application of competencies in the workplace

Assessment timeframes

Participants have four months to complete their assessment after attendance at the course.

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Resource requirements

To complete the assessment for this course, participants will need to have access to:

- a computer, a printer and the internet
- workplace policies and procedures appropriate to frontline managers, including performance management policies and procedures
- a work team which they can take responsibility for leading
- a supervisor / manager who can review their work and provide feedback to TSA

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is available for this course.

RPL is suitable for those whose previous knowledge and experience will enable them to demonstrate competency in the units on which the course is based. TSA's RPL policy and some general information about the RPL process are available in the Policies and Procedures area of our website.

Please contact Training Services Australia for an application kit and for information about the fees and charges that apply. Note that RPL enquiries should be made before attending the course.

National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework. TSA's policy for National Recognition is available from the Policies and Procedures area of our website.

If you have already achieved one or more of the units from this course and wish to have them recognised, please contact a TSA Training Advisor.