

Leadership, team effectiveness and diversity



Course duration: 5-days

Course cost: \$1,200 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 by modelling high standards of conduct
- Work effectively with others
- Plan and supervise the performance of a team
- Use leadership skills to promote team cohesion
- Engage with a diverse workforce to maximise the benefit of diversity to the organisation

Units covered: BSBMGT401 – Show leadership in the workplace
BSBLDR402 – Lead effective workplace relationships
BSBLDR403 – Lead team effectiveness
BSBLDR404 – Lead a diverse workforce

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

Who should attend? Those responsible for supervising others in the workplace and managing the day-to-day operations of a team to achieve operational goals. This course is designed specifically for those at the first line of supervision / management.

Qualification: This course forms part of the BSB42015 Certificate IV Leadership and Management.

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



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Language, literacy and numeracy (LLN) requirements:

To successfully complete the course, participants will need to have a **relatively high level of reading and writing ability and reasonable numeracy**. 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 component of this course, participants need to be working in an organisation in which they are able to perform team leadership and supervision activities.

Pre-course work:

Before attending the workshop, participants are encouraged to source and bring the following information:

- 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
- Their organisation's diversity policy

Homework:

Participants may be required to complete some work at home after each day of the course, in preparation for the following day.

Topics

- DAY 1
 1. The role of the supervisor
 2. Leadership theories and models
 3. Enhancing the organisation's image
 4. Making informed decisions
- DAY 2
 5. About teams and team effectiveness
 6. Planning to achieve team outcomes
 7. Developing team cohesion and facilitating teamwork

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- DAY 3**
 - 8. Communicating ideas and information
 - 9. Liaising with management
 - 10. Developing trust and confidence
- DAY 4**
 - 11. Building networks and relationships
 - 12. Managing difficulties into positive outcomes
 - 13. Managing conflict
- DAY 5**
 - 14. Identifying workforce diversity
 - 15. Factoring diversity into team plans and operations
 - 16. Engaging with a diverse workforce
 - 17. Supporting and encouraging diverse workforce members

Assessment

The assessment for this course consists of:

- Assessment questions to be completed on-course
- A post-course assignment, including:
 - Structured tasks / activities to provide evidence of the application of leadership skills, promoting team effectiveness, building effective workplace relationships and engaging with a diverse workforce
 - Answers to questions about practical application of key components of the course
- Third party report from supervisor confirming practical application of competencies in the workplace

Assessment timeframe

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

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 supervisors / team leaders, including:
 - organisation's value statement and code of conduct
 - performance management policies and procedures
 - organisation's diversity policy
- a work team which they can take responsibility for leading
- a supervisor / manager who can review their work and provide feedback to TSA

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Recognition of Prior Learning

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.

