Leadership, effective workplace relationships and self-management

Course duration:	5 days
Course cost:	**$1300** 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
Workshop aim:	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
- Motivate, support, coach and develop a team

Units covered:	BSBPEF402 – Develop personal work priorities
	BSBLDR411 – Demonstrate leadership in the workplace
	BSBLDR414 – Lead team effectiveness
	BSBXTW401 – Lead and facilitate a team
	BSBLDR413 – Lead effective workplace relationships
	Information about the currency of these units is available on training.gov.au.
Delivery method:	Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after the workshop.
Who should attend?	This workshop is aimed at those who are responsible for supervising others in the workplace and managing the day-to-day operations of a team. It is designed specifically for supervisors, team leaders and first line managers wishing to develop skills to plan and manage their own work, and to lead others.
Pre-requisites:	No qualifications or previous experience are necessary to participate in this workshop.
Qualification:	This course can contribute to the BSB40520 Certificate IV in Leadership and Management.
	Information about the currency of this qualification is available at: https://training.gov.au/details/BSB40520

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NATIONALLY RECOGNISED TRAINING

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Language, literacy and numeracy (LLN) requirements

To successfully complete the course, participants will need to have a reasonably well-developed skills in areas such as reading, writing, communication, planning and analysis.

Examples of the skill requirements include:

- **Reading skills** to interpret information relating to their organisation's goals, objectives, standards and values, and to read and understand their organisation's policies and procedures.

- **Writing skills** to record and report information relating to the organisation's goals and objectives, write workplace plans and document decision-making processes, team objectives and work processes.

- **Numeracy skills** to establish and monitor key performance indicators.

- **Communication skills** to assign work to team members, provide feedback on work performance, engage and motivate others, collaborate with others to make decisions, and contribute to conflict resolution.

Participants will also need to be capable of using word processing software (e.g., Microsoft Word and PowerPoint) to write, edit and format documents.

Those wishing to seek 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, or have access to, an organisation in which they are able to:.

- Plan, organise and manage their own work priorities

- Undertake a range of team leadership activities with a small team (3 people or more)

Ideally, this will be a workplace where they are currently a supervisor or team leader.

Pre-course work

Before attending the workshop, participants should access and bring a copy of:

- The job description form for their own job role and/or a leadership role to which they are aspiring

- Their organisation's values statement

- Their organisation's code of conduct

Participants should reflect on the following questions before attending the course:

- What is the difference between a group and a team?

- What are the characteristics of a cohesive team?

- How can I build the trust and confidence of the people I lead?

Homework

Participants may be required to complete some homework after each day of the course in preparation for the following day.

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Topics

Day 1
- Planning your work
- Creating your personal work schedule and managing your time
- Implementing your personal work schedule
- Reviewing personal work performance

Day 2
- The role of the team leader
- Leadership theories, models and styles
- Aligning behaviour with organisational values
- Making decisions as a leader

Day 3
- About teams and team effectiveness
- Planning to achieve team outcomes
- Promoting team cohesion and facilitating teamwork

Day 4
- Supporting diversity and inclusion in the workplace
- Coordinating work and supporting the team
- Liaising with management

Day 5
- Responding constructively to conflict
- Monitoring team performance
- Leading effective workplace relationships

Assessment

The assessment for this course consists of:

- Completion of Knowledge Questionnaire. This tests learners' underpinning knowledge of concepts covered during the course. The questionnaire may be completed as an 'open-book' assessment, during or after the course.

- Post-course assignment, including activities relating to preparation and implementation of personal work schedule, leading and supporting a team, and relating effectively to others in the workplace.

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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

- organisational policies and procedures relating to personal work planning and team leadership (including job description, organisation's values statement and code of conduct)

- team members with whom they can conduct leadership activities

- a manager who can review and provide feedback on their work

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 unit 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 units from this course and wish to have them recognised, please contact a TSA Training Advisor.

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