

Training Courses & Related Services

Promote Team Effectiveness



National Code BSBWOR402A



Duration	2 x 6 hours	Min-Max Group Size	8-15
Who should attend	All supervisors & frontline managers who provide leadership for a team & bridge the gap between management of the organisation & the team members		
Course aims	To provide frontline managers with the skills & knowledge they need to assist their teams to work together to achieve team outcomes & communicate with management		
Employability Skills	<p>This unit contains employability skills including:</p> <ul style="list-style-type: none"> • communication skills required to boost team morale, facilitate discussion & mentor & coach • leadership skills • planning & organising skills 		
Course Content	<p>Topic 1: Plan to achieve team outcomes Team purposes, roles, responsibilities, goals, plans & objectives & support for team members to meet expected outcomes</p> <p>Topic 2: Develop team cohesion Provide & encourage team members to take responsibility for their own work & have an input into planning, decision making & operational aspects of work team Provide feedback to team members & recognise & address issues</p> <p>Topic 3: Participate in & facilitate work team Support & encourage team members to take responsibility for team activities & resolving problems which impede performance Act as a role model for individual & team behaviour</p> <p>Topic 4: Liaise with management Maintain open communication with management at all times Communicate information from management to the team Communicate unresolved issues, concerns & problems raised by the team or team members to management & ensure follow up is action is taken Communicate unresolved issues, concerns & problems raised by the management to the team & team members & ensure follow up is action is taken</p>		
Documents issued on successful completion	Statement of Attainment on completion of the unit BSBWOR402A from the BSB07 Business Training Package		
Price per person	POA	Price per person	POA