

Training Courses & Related Services

Show Leadership in the Workplace

National Code **BSBMGT401A**



Duration	2 x 6 hours	Min-Max Group Size	8-15
Who should attend	All staff or operational persons who are making the transition from being a team member, to taking responsibility for the work & performance of others		
Course aims	To provide frontline managers with the skills & knowledge they need to work with teams & individual & demonstrate their standard of conduct & the initiative they take in influencing others		
Employability Skills	<p>This unit contains employability skills including:</p> <ul style="list-style-type: none"> • Communication & presentation skills to represent the organisation, to explain its work to others & to model professionalism • Decision making skills to demonstrate good judgement & follow through 		
Course Content	<p>Topic 1: Model high standards of management performance & behaviour</p> <p>Ensure management performance & behaviour meet organisation's requirements & serves as a positive role model for others</p> <p>Develop & implement performance plans & establish & use key performance indicators to meet organisational goals</p> <p>Topic 2: Enhance organisation's image</p> <p>Understand & use organisation's standards & values in conducting business & question through established communication channels standards & values considered to be damaging to the organisation</p> <p>Ensure personal performance contributes to an organisation which has integrity & credibility</p> <p>Topic 3: Make informed decisions</p> <p>Gather & organise information</p> <p>Facilitate individuals & teams active participation in decision making</p> <p>Examine options & assess associated risks to determine preferred courses of action</p> <p>Ensure decisions are timely & communicate them clearly</p> <p>Prepare plans to implement decisions & ensure they are agreed to by individuals & teams</p> <p>Use feedback processes effectively to monitor implementation</p>		
Documents issued on successful completion	Statement of Attainment on completion of the unit BSBMGT401A from the BSB07 Business Training Package		
Price per person	POA	Price per person	POA