

# BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT



## COURSE OUTLINE



Designed for emerging leaders, in the BSB42015 Certificate IV in Leadership and Management you'll learn how to provide leadership and guidance to others in the workplace and to manage effective, motivated, high performing teams in all types of organisations and industries.

Whether you're a nurse, in construction, or running your own business, the skills of leadership are the same, even though how you apply the skills vary.

This 6 day, highly practical program blends the latest techniques for managing yourself and others in the ever-changing workplace with proven approaches and strategies that help get the best from your people. You'll learn how to communicate effectively as a leader and build relationships, set priorities, implement operational plans and continuous improvement.

The techniques you learn in the program can then be applied to your particular situation and workplace to improve engagement, increased productivity and the delivery of exceptional results. The face to face sessions will incorporate case studies, facilitated discussions and activities where you will draw from your individual own experience.

Scheduled for 2 days per week with 2 weeks between for homework, spaced over a 6 week period, this format supports those wanting to trial their new skills within the workplace supported by an expert management facilitator.

### OBJECTIVES

At the end of this course participants will be able to:

- > Manage themselves through the challenges of the contemporary workplace in order to better manage others
- > Improve team cohesion through trust, open dialogue, effective feedback and encouragement of personal accountability
- > Delegate for improved efficiency and skill development
- > Plan and manage workflow to support less re-work, more quality, timeliness and cost containment
- > Demonstrate appropriate personal impact (in one-on-one or group forums), be influential and emotionally aware
- > Run effective and inclusive team meetings to engage others
- > Build strong relationships with internal and/or external customers by delivering excellence in service, support and advice
- > Develop a culture of continuous improvement and innovation
- > Demonstrate behaviours that build the desired leadership culture of the organisation

- > **DELIVERY FORMAT:**  
3 x 2 day sessions (excluding pre-work and assessment tasks)
- > **DATES:**  
See our website for dates
- > **COST:**  
**\$2,650** (GST is not applicable on accredited training)



Program fee includes all materials, assessment, morning and afternoon tea and lunch each day

- > **CAREER PATHWAYS:**
  - > Frontline Managers
  - > Supervisors
  - > Team Leaders
  - > Those aspiring to upskill into a leadership role
- > **TO REGISTER:**

- 1300 453 555
- [info@workplacedimensions.com.au](mailto:info@workplacedimensions.com.au)
- [www.workplacedimensions.com.au](http://www.workplacedimensions.com.au)



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### UNITS

To attain the BSB42015 Certificate IV in Leadership and Management, you must be deemed competent in 12 units of competency (4 core and 8 elective).

Unit Code	Unit Title	Core/ Elective
BSBLDR401	Communicate effectively as a workplace leader	Core
BSBLDR402	Lead effective workplace relationships	Core
BSBLDR403	Lead team effectiveness	Core
BSBMGT402	Implement operational plan	Core
BSBMGT403	Implement continuous improvement	Elective
BSBLDR404	Lead a diverse workforce	Elective
BSBREL402	Build client relationships and business networks	Elective
BSBCUS401	Coordinate implementation of customer service strategies	Elective
BSBCUS402	Address customer needs	Elective
BSBWOR404	Develop work priorities	Elective
BSBPMG522	Undertake project work	Elective
BSBCRT401	Articulate, present and debate ideas	Elective

### DELIVERY FORMAT

This highly interactive program is delivered face-to-face over 3 x 2 day training sessions (total 6 days) over a 3-4 month period with relevant assessment activities.

<b>Prior to program</b>	Preliminary research, reading and activities – to be completed within 2 weeks prior to Block 1.
<b>Block 1</b>	2 days face-to-face, followed by 2-3 weeks to undertake activities and assessment tasks. Inclusive of webinars and coaching conversations.
<b>Block 2</b>	2 days face-to-face, followed by 2-3 weeks to undertake activities and assessment tasks. Inclusive of webinars and coaching conversations.
<b>Block 3</b>	2 days face-to-face, followed by 2 weeks to undertake activities and assessment tasks.

### PREREQUISITES

Whilst there are no prerequisites for this course, learners must have sound English language proficiency, literacy and numeracy skills to complete the course and associated activities and assessments.

If you need support in any of these areas please let us know on your enrolment form, or call us on 1300 453 555 to discuss your suitability.

### ABOUT OUR PROGRAMS

We've designed this course with activities created to support the completion of assessments in the classroom. Pre-preparation and some after-hours work is required, however some participants, with industry experience, may be able to complete their assessments during the program. Our coaching team is available if post-program coaching is required.

We are committed to supporting you during and after the classroom sessions, to ensure you succeed in competently attaining the qualification.

