BSB40520 Certificate IV in Leadership and Management

workplace dimensions
LEADING PEOPLE TO GROW
RTO.122052

Organisational success relies on the capability and energy of its people. Ensuring your leaders, managers and supervisors are equipped with the right knowledge and skills to harness and focus that capability and energy is critical.

Designed for existing or emerging leaders, the BSB40520 Certificate IV in Leadership and Management provides the skills and knowledge to lead and guide others in the workplace and to manage effective, motivated, high performing teams.

About this program

Irrespective of the industry, the skills of leadership are the same. Our highly practical program blends the latest techniques to learn skills to manage and lead others and helps your leaders get the best from their people.

During the program, participants apply the learning, activities and assessments to their day-to-day role with opportunities to set goals, develop work priority plans and be self-reflective.

Why invest in leadership and management skills for your people?

- Good leadership increases job satisfaction, staff engagement and retention, reduces costly turnover and improves the productivity of your organisation.

- Developing your high-potential employees gives them the tools to manage and lead their teams to complete projects efficiently, on budget and on time.

- Leaders who can communicate, coach, mentor and develop others, create teams that can meet goals and provide a positive working environment that supports mental health and wellbeing.

Who in your team would benefit from this module?

- Staff who have been promoted to a team leader, supervisor or management position.

- Staff with technical or vocational experience who would like to start or progress their career in leading others.

- Staff who already work in roles such as frontline managers, leading hands, supervisors, team leaders or managers who would like to gain a formal management qualification.

DELIVERY FORMAT
8 days
Eight days of training broken into 4 x 2 day modules, plus workplace tasks per module.

Participants can undertake the full qualification, or choose the module of their choice and gain the competencies covered in that module.

This program is designed for adult participants who are already or have recently been employed. Assessments are open book questions, practical activities and projects designed to be incorporated into their day to day job rather than adding to their workload.

Participants have up to 12 months to complete the qualification or the individual modules.

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Pathway to BSB40520 Certificate IV in Leadership and Management

MODULE 1
Leading communication (2 days)
Supports leaders to communicate to build trust, clarity and improve performance.

MODULE 2
Leading teams (2 days)
Discover a leader's role in team development and group dynamics.

MODULE 3
Innovation and critical thinking (2 days)
Learn how to solve problems through innovative idea generation and robust critical thinking.

MODULE 4
Leading diversity and managing change (2 days)
Learn the benefits/need for diversity & inclusion in the workplace and how to minimise the impact of change fatigue.

About the program modules

To attain the BSB40520 Certificate IV in Leadership and Management, participants must be deemed competent in 12 units of competency (five core, seven elective) over an eight-day program, plus workplace tasks.

The eight days may be delivered in consecutive days or in four x two-day modules with gaps between each module to allow participants to practice skills learned back at their workplace.

Our 8 day public program allows for enrollment in either the full qualification or into the individual modules.

Units of competency covered in this qualification

Unit code	Unit title	Core/elective
BSBXCM401	Apply communication strategies in the workplace	Core
BSBCMM412	Lead difficult conversations	Elective
BSBLDR412	Communicate effectively as a workplace leader	Elective
BSBLDR411	Demonstrate leadership in the workplace	Core
BSBLDR414	Lead team effectiveness	Elective
BSBXTW401	Lead and facilitate a team	Core
BSBLDR413	Lead effective workplace relationships	Core
BSBOPS402	Coordinate business operational plans	Core
BSBPMG430	Undertake project work	Elective
BSBCRT411	Apply critical thinking to work practices	Elective
BSBLDR521	Lead the development of diverse workforces	Elective
BSBTWK503	Manage meetings	Elective

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MODULE 1
Leading communication (2 days)

Supports leaders to communicate to build trust, clarity and improve performance.

Leading communications

Module 1: BSB40520 Certificate IV in Leadership and Management.

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Delivery format
2 days

Units covered in this module

- BSBXCM401 Apply communication strategies in the workplace.

- BSBCMM412 Lead difficult conversations.

- BSBLDR412 Communicate effectively as a workplace leader.

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This two-day module supported by workplace application and assessment, delivers three units towards the BSB40520 Certificate IV in Leadership and Management.
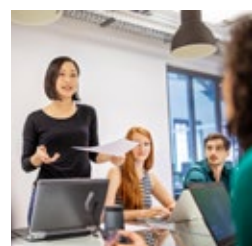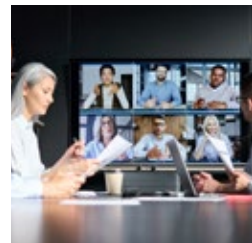
Module outline
Good communication is one of the fundamental skills of strong leaders. Quality interpersonal skills are proven to build trust and robust relationships that underpin the development of teams and increase the influence of an individual. This module addresses these skills not as a 'nice to have' but rather as fundamental to the achievement of improved results through interactions with others. Increased productivity, delivery of efficiencies and reduced rework due to miscommunication are only some of the deliverables that this module seeks to achieve. Participants will work with others to learn how to flex their communication styles through deeper listening and more informed 'reaction' management. They will learn how to give effective feedback, constructively engage in conflict, listen to different perspectives and deal with others respectfully and confidently.

Outcomes
At the end of this module participants will be able to:

- evaluate appropriate methods of communication, identify barriers to effective communication and engage others in ideas generation;

- ask quality questions and listen more deeply for increased understanding of core issues and motivations;

- develop trust and confidence in others through quality interactions that deliver the agreed outcomes;

- run presentations and meetings that engage others, create two-way conversations and result in action;

- give effective feedback for performance improvement;

- self-manage difficult conversations for more effective outcomes;

- manage difficulties in the workplace and work performance to create positive outcomes;

- engage in effective record keeping and reporting on communication; and

- maintain networks and sustain quality relationships with teams, peers and clients, monitoring satisfaction levels and addressing issues proactively.

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Leading teams

Module 2: BSB40520 Certificate IV in Leadership and Management

MODULE 2
Leading teams
(2 days)

Discover a leader's role in team development and group dynamics.

This two-day module supported by workplace application and assessment, delivers four units towards the BSB40520 Certificate IV in Leadership and Management.

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Module outline

Leaders who can harness a team environment that is inclusive, where individuals are clear about expectations and know how they add value, will achieve results far beyond those that do not.

This module outlines the key stages of team development and how to move a team from early relationship development through to aligned focus on goals and collaborative work flow. This module also focuses on planning and prioritisation in order to create efficiencies, reduce rework and optimise individual performance.

Outcomes

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

- know where to focus their energy in order to increase influence and reduce lost time on things beyond their control;

- plan, prioritise and evaluate resources in order to create efficiencies and optimise performance;

- identify opportunities to delegate tasks to support individual skills development and in-role growth;

- recognise behaviours that occur at each stage of team development;

- intervene appropriately to lead individuals through the stages of team development (either as a manager or team member);

- review their current team against the characteristics of a high performing team and develop strategies to progress toward this;

- build a vision and compelling reason to motivate team members and contractors to work together toward optimal performance;

- set goals to support a growth mindset and opportunities for development; and

- create action plans that can be implemented with current teams.

DELIVERY FORMAT
2 Days

Units covered in this module

- BSBLDR411 Demonstrate leadership in the workplace.

- BSBLDR414 Lead team effectiveness.

- BSBXTW401 Lead and facilitate team.

- BSBLDR413 Lead effective workplace relationships.

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MODULE 3
Innovation and critical thinking (2 days)

Learn how to solve problems through innovative idea generation and robust critical thinking.

Innovation and critical thinking

Module 3: BSB40520 Certificate IV in Leadership and Management

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Delivery format
2 days

Units covered in this module

- BSBOPS402 Co-ordinate business operational plans.

- BSBPMG430 Undertake project work.

- BSBCRT411 Apply critical thinking to work practices.

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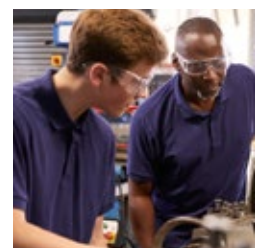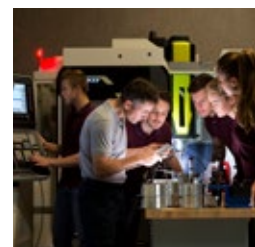
Module outline
Leaders are required to think quickly, innovate and make decisions in a fast-paced environment. Participants discover how to adapt their leadership style to solve problems leaders face on a day-to-day basis to deliver on robust outcomes while juggling conflicting priorities.

Participants will learn how to apply critical thinking to innovate and continuously improve, while confidently understanding how to manage projects and plans in an ever-changing environment.

Outcomes
At the end of this module participants will be able to:

- understand how to coordinate business operational plans;

- discover how to undertake project work and achieve outcomes;

- learn ways to apply critical thinking to work practices;

- enhance innovative thinking, problem solving and rigour with regard to implementing a new idea;

- understand how an idea becomes a reality;

- problem solve before an issue needs to be raised;

- find ways to do things simpler, quicker, more efficiently and more cost effectively;

- communicate effectively and manage our teams; and

- gain skills to develop innovative, solution focused mindset and understand the process used to test, build buy in and move an idea into reality.

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PROGRAM OUTLINE

Leading diversity and managing change

Module 4: BSB40520 Certificate IV in Leadership and Management.

This two-day module supported by workplace application and assessment, delivers four units towards the BSB40520 Certificate IV in Leadership and Management.

Module outline

This module begins with a focus on understanding how an inclusive workforce can support a team's growth and productivity. Discussions and activities incorporate diversity of thought, actions, beliefs and practice, uncovering conscious and unconscious barriers to acceptance of difference.

Day two will centre around change as a constant. Change of priorities, team members, deadlines, skills, briefs, boundaries, leadership, and job roles. Participants will learn how to manage change within themselves and their team, and importantly how to manage constant change and the corresponding change fatigue. Discover how to communicate change that empowers productivity not polarises action.

Outcomes

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

- build personal relevance around what diversity and inclusion means;

- identify their own beliefs and attitudes in relation to diversity and inclusion in various areas;

- understand the personal and business benefits of diversity and inclusion;

- determine the internal and external barriers that prevent inclusion in the workplace and learn what to do when the barrier presents itself;

- learn how to embed diversity into plans and day to day operations;

- discover how to support the development of a diverse and inclusive workforce;

- understand how change affects performance and a leader's role;

- recognise the signs of change fatigue, what causes it and potentially what could tip people over the edge; and

- discover what people need most during change and what a leader can do to help their team manage change fatigue and uncertainty (including the impact upon people's reactions and emotions) and create a climate of certainty in the face of shifting priorities.

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DELIVERY FORMAT
2 Days

Units covered in this module

- BSBLDR521 Lead the development of diverse workforces.

- BSBTWK503 Manage meetings.

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