



Diploma in Leadership and Management BSB51915

**Are your Managers efficient leaders?
Do they have what it takes to lead your organisation to success?
Are they getting the most from their staff?**

ABEX Training Group will help you develop the essential skills to assist your managers in getting the most from their staff. By combining the safety, customer service and risk management areas, this course will develop the strong leadership proficiency expected from managers.

Managers will be taken to the next level of professionalism and leadership, acquiring the skill set in areas such as:

- Leadership & guidance
- Continuous improvement
- Risk management
- Development of staff

Up skilling your managers will improve internal efficiencies and enable your organisation to expand in a professional manner.

As an Employer you benefit by:

- More efficient managers
- Managers monitoring & improving staff performance
- Turn managers into leaders
- More confident managers & staff
- Evaluate staff internally
- Increase in profitability
- Maximising staff potential
- Continuous improvements
- Improved reporting systems
- Better qualified, professional staff
- Gain a competitive edge
- Improved customer relations
- Developing new procedures
- Higher level of service

Your Employees benefit by:

- Nationally recognised qualification
- Job satisfaction
- Promotion prospects
- Up-to-date skills
- More valuable to the employer
- Leader qualities



**NATIONALLY RECOGNISED
TRAINING**

TOID: 121164

Diploma in Leadership and Management
National Qualification Code: BSB51915

Develop and use emotional intelligence BSBLDR501 This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes. It applies to managers who identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

Lead and manage effective workplace relationships BSBLDR502 This unit describes the skills and knowledge required to lead and manage effective workplace relationships. It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity. At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Manage operational plan BSBMGT517 This unit applies to people who manage the work of others and operate within the parameters of a broader strategic and/or business plan. The task of the manager at this level is to develop and implement an operational plan to ensure that the objectives and strategies outlined in the strategic and/or business plan are met by work teams. However in some larger organization's operational plans may be developed by a strategic planning unit.

Lead and manage team effectiveness BSBWOR502 This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation. It applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Manage meetings BSBADM502 This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes. It applies to individuals employed in a range of work environments who are required to organise and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.

Manage quality customer service BSBCUS501 This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. It applies to individuals who supervise the provision of quality customer service within an organisation's procedures framework by others. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.

Manage workforce planning BSBHRM513 This unit describes the skills and knowledge required to manage planning in relation to an organisation's workforce including researching requirements, developing objectives and strategies, implementing initiatives and monitoring and evaluating trends. It applies to individuals who are human resource managers or staff members with a role in a policy or planning unit that focuses on workforce planning.

Manage people performance BSBMGT502 This unit applies to all managers and team leaders who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement. The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers. This is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.

Facilitate continuous improvement BSBMGT516 This unit applies to managers who take an active role in managing the continuous improvement process in order to achieve the organisation's objectives. Managers play an important part in influencing the ongoing development and betterment of the organisation. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

Develop workplace policy and procedures for sustainability BSBSUS501 This unit describes the skills and knowledge required to develop and implement a workplace sustainability policy and to modify the policy to suit changed circumstances. It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

Ensure a safe workplace BSBWHS501 Managers play an important role in ensuring the safety of the workplace and the wellbeing of their staff. It takes a systems approach and ensures compliance with relevant legislative requirements. This unit describes the performance outcomes, skills and knowledge required to establish, maintain and evaluate the organisation's OHS policies, procedures and programs in the relevant work area.

Manage employee relations BSBWRK510 This unit describes the skills and knowledge required to manage employee and industrial relations matters in an organisation. It involves developing and implementing employee and industrial relations policies and plans and managing conflict resolution negotiations. It applies to those who are authorised to oversee industrial relations and manage conflict and grievances in an organisation. They will have a sound theoretical knowledge base in human resources management and industrial relations as well as current knowledge of industrial relations trends and legislation.