



Diploma in Leadership and Management (BSB51918)

Are your Managers efficient and effective leaders?

Do your Managers have what it takes to lead your organisation to success?

Are your Managers 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:

- Managers monitoring & improving staff performance
- Turn managers into leaders
- More confident managers & staff
- Increase in profitability
- Maximising staff potential
- Continuous improvements
- Better qualified, professional staff
- Gain a competitive edge
- Improved customer relations
- 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

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Develop and use emotional intelligence BSBLDR511 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.

Build and sustain an innovative work environment BSBINN502 This unit describes the skills and knowledge required to create an environment that enables and supports the application of innovative practice focusing on a holistic approach to the integration of innovation across all areas of work practice. It applies to individuals working in leadership or management roles in any industry or community context. The individual could be employed by the organisation, but may also be an external contractor, the leader of a cross organisation team or of a self-formed team of individuals.

Undertake Project Work BSBPMG522 This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects. This unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.

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. 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.

Manage risk BSBRSK501 This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting. It applies to individuals who are working in positions of authority and are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.

Manage personal work priorities and professional development BSBWOR501 This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks. It applies to individuals working in managerial positions who have excellent organisational skills. The work ethic of individuals in this role has a significant impact on the work culture and patterns of behaviour of others as managers at this level are role models in their work environment.

**This training is delivered with Victorian Government funding for eligible applicants .
People with disabilities are encouraged to apply**

Course Code	BSB51918
Mode of delivery	Workplace Based, Traineeship
Duration/Length	Workplace Based - 12 months, Traineeship – 1-3 years
Intake	Flexible