

The Challenge of Leadership



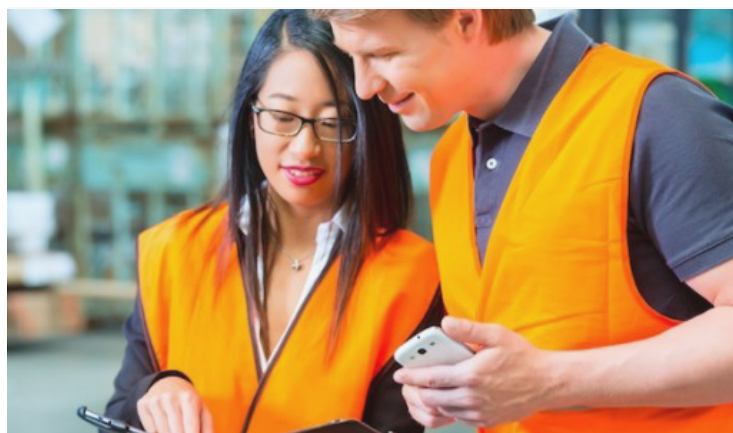
Managers and supervisors will benefit from LMA's unique leadership and management development process.

The Outcomes:

This leading edge accredited course from Leadership Management Australia (LMA) -The Challenge of Leadership (BSB42015 Certificate IV in Leadership and Management) - will take managers and supervisors to an entirely new level. Not only will they improve their leadership, management and empowerment skills, but their ability to produce measurable results will increase substantially.

LMA's unique learning and development process is designed to go beyond meeting the requirements of the Business Services Training Package. It is designed to deliver a measurable Return On Investment to the organisation through the accomplishment by each Participant of a significant workplace project.

Not only do Participants achieve BSB42015 Certificate IV in Leadership and Management upon successful completion of all assessment activities, but they will show management the real value that they can bring to the organisation. It will truly equip them to meet the challenges of leadership for today and the future.



Creating exceptional results through people.

Go to www.lma.biz for feedback from participants



Module Content:

Overview Meeting

- Course and Competency Overview
- Mentor and Participant Review
- Draft Win-Win Agreement Goals
- Possible Workplace Projects
- Success Concept
- Feedback Online Process (FBOL)
- Application

Module One

Accepting the Challenge

- Are You Ready for the Challenge?
- Developing Personal Leadership
- The Nature of a High Performance Environment
- Theory of Project Management and Goal Setting
- Workshop Activity
- Application

Module Two

Successful Managers and Leaders are Made – Not Born

- Building on the Base of Success
- The Slight Edge
- The Purpose of Leadership Development
- Leading Change and Innovation
- The Definition of Success
- Characteristics of a Good Manager Questionnaire
- Workshop Activity and Application

Module Three

Exercising Authority Effectively

- The Source of Authority
- A Positive Approach to Discipline
- Planning, Preparing and Preventing
- Accountability
- Taking Corrective Action
- Handling More Serious Problems
- Case Study
- Application

Module Four

Leading Change and Innovation

- Change is Everywhere
- Overcoming Resistance to Change
- Leading the Way for Change
- The Psychology of Change
- Using Innovation to Succeed
- Leading Innovation in Your Organisation
- Workshop Activity
- Application

Module Five

Improving Results Through Better Time Management

- The Value of Time
- Managing Your Time
- Managing the Time of Others
- Maximising Time Use
- Conducting Successful Meetings
- The Benefits of Time Management
- Case Study
- Application

Module Six

Qualities of High Performance Teams

- Teams of Today
- Developing Teamwork
- The Different Stages of Team Development
- Your Greatest Asset – Your People
- Case Study
- Application

Module Seven

The Art of Delegation

- What is Effective Delegation?
- Attitudes for Delegation
- Levels of Delegation
- Feedback on Performance
- Upward Delegation
- Influences on Employee Performance Questionnaire
- Case Study
- Application

Module Eight

Decision Making and Problem Solving

- The Responsibility of Leadership
- The Manager as Decision Maker
- The Problem Solver
- Taking Risks
- The Art of Giving Instructions
- Case Study
- Application

Module Nine

Mid Course Review Workshop

- Review of Progress to Date
 - Learning
 - Win-Win Agreements
- Preparation for Mid-Course Review Discussion
- Possible Win-Win Agreement Goals for Second Half of the Course

Module Ten

Motivating People to Produce

- Understanding Motivation
- Traditional Methods of Motivation
- Attitude Motivation
- Capitalising on the Power of Informal Leaders and Groups
- Developing a Motivation Plan
- Case Study
- Application

Module Eleven

Leading Safety in the Workplace

- How Safe is Your Workplace
- Team Commitments to Safety
- Leading a Diverse Workforce
- Workshop Activity
- Application

Module Twelve

Handling and Preventing Problems with People

- Opportunity in Every Difficulty
- An Ounce of Prevention
- Attitudes for Problem Prevention
- Separating Organisational and Personal Problems
- Productively Handling Problems Involving People
- Dealing with Irrational Behaviour
- Sources of Pressure Questionnaire
- Case Study
- Application

Module Thirteen

Developing People's Potential Through Training and Development

- The Key to Increased Productivity
- Training and Developing the Right People
- The Benefits of Training and Developing People
- Principles of Learning
- The Training and Development Process
- Your Attitude Towards Training and Development
- The Manager and the Bottom Line
- What L.E.A.D. Shows Us
- Case Study
- Application

Module Fourteen

Developing a Commitment to Continuous Improvement

- What is Continuous Improvement?
- Where Do You Start?
- Committing the Team to Continuous Improvement
- Clearly Defined Goals and Objectives
- Clearly Defined Roles
- Efficient and Effective Systems for Continuous Improvement
- Workshop Activity and Application

Module Fifteen

Project Review Forum

- Project Review with Manager/Mentors and Participants
- Analysis of Accomplishments to Date
- Adjustment and Modification
- Review Resources and Support
- Review of Coaching and Mentoring Assignment
- Application

Module Sixteen

Creating a Learning Environment

- The Importance of Learning in the Workplace
- The First Steps in Creating a Team Learning Commitment
- Using Performance Reviews to Stimulate Learning and Improvement
- Identifying Ongoing Learning Opportunities
- Workshop Activity
- Application

Module Seventeen

Transformational Leadership - The Ongoing Challenge

- Where To From Here?
- The Ongoing Challenge
- Your Role as a Transformational Leader
- Preparation for Graduation
- Workshop Activity
- Application

Graduation

- Project Presentations
- Review of Goal Achievements
- Awarding of Course Completion Certificates

Refocus Workshop

- An opportunity for the Participant to reaffirm strategies and evaluate ongoing learning and changes

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The Unique LMA Process:

LMA delivers a process that provides skill and competency development whilst changing the attitudes and behaviours of the Participant.

Essential elements of the process:

- Specific workplace goals for competency development and performance improvement are established in consultation between the Participant and their manager(s)
- The selection of a significant 6 – 8 month workplace project that impacts on productivity, performance and profit
- Individual support from the LMA Facilitator/Coach guides the Participant's "on the job" application of the learning to the accomplishment of the project and goals
- A person from within the client organisation is appointed as the Manager/Mentor for the Participant
- Comprehensive resource material including Manuals (including Digital version), CDs and Plans of Action are provided to the Participant. This enables multi-sensory learning and easy review
- Competency development is enhanced through experiential learning activities
- 17 course modules are facilitated in an interactive workshop environment
- Participants access the latest information on management and leadership from the annual Leadership Employment And Direction (L.E.A.D) Survey
- Participants and Manager/Mentors meet to identify measurable results and Return on Investment in Mid and Post Course Review Discussions
- Designated LMA Client Support person to assist the Participant and Manager/Mentor throughout the development process
- LMA's unique Feedback Online process provides real time assessment of progress
- Regular communication between the LMA Facilitator/Coach with the Participant and their Manager/Mentor
- Participants present key results and a summary of course accomplishments at a special Graduation Meeting
- Measurement of the Return On Investment achieved by each Participant is provided back to their manager(s)

Units of competency:

Successful completion of these units qualifies Participants to achieve BSB42015 Certificate IV in Leadership and Management

- BSBLDR401 Communicate effectively as a workplace leader
- BSBLDR402 Lead effective workplace relationships
- BSBLDR403 Lead Team Effectiveness
- BSBMGT402 Implement Operational Plan
- BSBINN301 Promote Innovation in a Team Environment
- BSBMGT403 Implement Continuous Improvement
- BSBLDR404 Lead a Diverse Workforce
- BSBWOR404 Develop Work Priorities
- BSBCRT401 Articulate, present and debate ideas
- BSBLED401 Develop Teams and Individuals
- BSBMGT401 Show Leadership in the Workplace
- TLIP4002A Facilitate and capitalise on change in the workplace

Expected course duration: 46 weeks

BSB42015 Status on National Register: Current



NATIONALLY RECOGNISED
TRAINING

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