



THE CHALLENGE OF LEADERSHIP



THE OUTCOMES

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

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.

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 01

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 02

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 03

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 04

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 05

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 06

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 07

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 08

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 09

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
10

**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
11

**LEADING SAFETY IN THE
WORKPLACE**

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

MODULE
12

**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
13

**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
14

**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
15

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
16

**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
17

**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.



**Empowered people.
Better results.**

THE UNIQUE LMA PROCESS

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

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), Audio files 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.

CODE	TITLE
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
TLIP4002	Facilitate and capitalise on change in the workplace



NATIONALLY RECOGNISED
TRAINING

Expected course duration: 36 weeks

BSB42015 Status on National
Register: Current

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