



# SUCCESS STRATEGIES FOR TEAM LEADERS AND SUPERVISORS



## THE OUTCOMES

Organisations that develop their Team Leaders and Supervisors not only receive immediate measureable increases in both productivity and performance, they also enjoy the security of developing their leaders of the future.

The Success Strategies for Team Leaders and Supervisors course from Leadership Management Australia (LMA) will assist newer Team Leaders and Supervisors to develop their leadership and communication skills. It will improve their ability to work with their team to achieve the team's performance objectives and goals. The course is also ideal for those being groomed for promotion to a leadership role.

Participants can expect to:

- Increase confidence in their own leadership skills
- Improve personal and team time management
- Develop effective delegation skills
- Improve their decision making and problem solving abilities
- Improve the team's overall productivity and performance
- Enjoy more effective communication within the team
- Enhance working relationships
- Become more accomplished at leading, managing and motivating individual team members
- Achieve BSB30120 Certificate III in Business upon successful completion of all assessment activities

# OVERVIEW MEETING

LMA's Unique Learning Process  
Learning Partners' Roles  
Establishing Participant's Course Goals

## MODULE 01

### ACCEPTING THE LEADERSHIP CHALLENGE

Introduction  
What is Success  
Developing Personal Motivation  
The Three Types of Motivation  
A Success Formula  
Improving Your Performance Through Prioritising  
Summary  
Workshop Activity  
Plan of Action

## MODULE 02

### THE IMPORTANCE OF GOAL SETTING, PLANNING AND PRIORITISING

Personal and Team Goals  
The Power of Written Goals  
The Principles of Goal Setting  
Achieving the Team and Organisation's Goals  
Prioritising Your Goals  
Workshop Activity  
Plan of Action

## MODULE 03

### IMPROVING PERFORMANCE THROUGH BETTER TIME UTILISATION

The Nature of Time  
The Value of Time  
Tips for Improved Time Utilisation  
Improving the Team's Time Utilisation  
The Benefits to be Gained  
Workshop Activity  
Plan of Action

## MODULE 04

### DEVELOPING EFFECTIVE TEAMS

Types of Teams  
Your Role as a Team Leader  
The Benefits of Teamwork  
Merging, Adapting and Performing  
The Ten Principles for Developing Effective Teams  
Exercising Authority Within the Team  
Workshop Activity  
Plan of Action

## MODULE 05

### BUILDING THE FRAMEWORK FOR CONTINUOUS IMPROVEMENT

Personal Leadership  
Team Development  
Identifying Waste in Current Systems  
Continuous Improvement Tools and Processes  
Measuring and Monitoring Systems

## MCR

### MID-COURSE REVIEW WORKSHOP

The Purpose of the Mid-Course Review Workshop  
How Safe is Your Workplace?  
Workshop Activity  
Plan of Action

## MODULE 06

### IMPLEMENTING THE OPERATIONS OF THE TEAM

Achieving the Team's Goals	Qualities That Will Assist You in The Problem Solving Process
The Art of Giving Instructions	Growing in your Role as Team Leader
The Role of the Team Leader in Problem Solving and Decision Making	Workshop Activity
The Nature of Problems and Decisions	Plan of Action
The Eight Step Problem Solving Process	

MODULE  
07

**IMPROVING COMMUNICATION AND RELATIONSHIPS**

What is Communication?	Positively Handling Problems with People
The Communication Cycle	Attitudes for Problem Prevention
What Influences Face to Face Communication?	The Benefits of Improved Communication
The Four Levels of Communication	Workshop Activity
Steps to Achieve More Effective Communication within Relationships	Plan of Action
	Environmentally Sustainable Workplaces

MODULE  
08

**THE ONGOING CHALLENGE –  
DEVELOPING YOUR PEOPLE –  
PART 1**

Progress to Date

Prepare the Way for Empowerment

Developing Effective Task Transfer and Delegation Procedures

Delegate with Purpose

Overcoming Obstacles to Empowerment

Workshop Activity

Plan of Action

MODULE  
09

**THE ONGOING CHALLENGE –  
DEVELOPING YOUR PEOPLE –  
PART 2**

Your Attitude Towards Training and Development

The Benefits of Training and Developing People

Provide Coaching, Training and Support

The Ongoing Challenge

Workshop Activity

Plan of Action

MODULE  
10

**PROGRESS REVIEW WORKSHOP**

Review of Goals

Team Plan

Training Plan

Environmental Plan and Safety Checklist Observations and Recommendations

**GRADUATION**

Individual Presentation of Course Results to Participants

Team Performance Improvement Plan

Awarding of Course Completion Certificates

**REFOCUS WORKSHOP**

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

Participants report on the outcomes of their Team Performance Improvement Plan

Participants report on the outcomes of their Environmental Performance Improvement Plan



**Empowered people.  
Better results.**

# THE UNIQUE LMA PROCESS

LMA's unique learning and development process provides skills and competency development as well as permanent behavioural and attitudinal changes for Participants.

## TO ENSURE THAT MEASURABLE RESULTS AND A RETURN ON INVESTMENT ARE ACHIEVED:

- Each Participant establishes specific workplace goals for learning and performance improvement in consultation with their manager(s)
- 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
- Interactive modules are facilitated in convenient, fortnightly workshops
- Each workshop concludes with application and action steps to produce measurable results back in the workplace
- Participants receive one on one follow up support from the LMA Facilitator/Coach to assist with the assignments, workplace application and the achievement of their goals
- LMA's unique Feedback Online process provides real time assessment of progress
- Participants and Manager/Mentors meet to identify measurable results and Return on Investment in Mid and Post Course Review Discussions
- Participants present their key results and a summary of their accomplishments during the course at a special Presentation/ Graduation Meeting

## UNITS OF COMPETENCY:

Successful completion of these modules qualifies Participants to achieve BSB30120 Certificate III in Business

CODE	TITLE
BSBWHS311	Assist with Maintaining Workplace Safety
BSBXCM301	Engage in Workplace Communication
BSBCRT311	Apply Critical Thinking Skills in a Team Environment
BSBPEF201	Support Personal Wellbeing in the Workplace
BSBSUS211	Participate in Sustainable Work Practices
BSBTWK301	Use Inclusive Work Practices
BSBTEC202	Use Digital Technologies to Communicate in a Work Environment
BSBDAT201	Collect and Record Data
BSBPEF301	Organise Personal Work Priorities
BSBSTR301	Contribute to Continuous Improvement
BSBPEF302	Develop Self-Awareness
BSBLDR301	Support Effective Workplace Relationships
BSBXTW301	Work in a Team



NATIONALLY RECOGNISED  
TRAINING

Expected course duration:  
24 weeks to Graduation.  
Refocus Session at 32 Weeks

BSB30120 Status on National  
Register: Current

**There is a wonderful tool. Without it there would be no wheel, no trips to the moon and no internet. Chances are you use one or more in your organisation. Keep it sharp and your business will prosper. Neglect it at your risk. People.**

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