



# 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 (BSB40520) - 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 simply 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 BSB40520 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

#### DEVELOP YOUR LEADERSHIP EDGE

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

#### IMPROVING PERFORMANCE THROUGH EFFECTIVE PLANNING AND TIME UTILISATION

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 04

#### EXERCISE AUTHORITY WITH EMOTIONAL INTELLIGENCE

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 05

#### CAPITALISING ON THE POWER 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 06

#### COMMUNICATING AS A LEADER

Communication Within the Workplace

The Communication Cycle

Planning Your Message

Listening for the Total Message

Asking the Right Questions

Building Networks and Relationships for Results

Workshop Activity

Application

### MODULE 07

#### THE LEADER'S ROLE IN DECISION MAKING

The Responsibility of Leadership

The Manager as Decision Maker

The Problem Solver

Taking Risks

The Art of Giving Instructions

Case Study

Application

### MODULE 08

#### LEADING INNOVATION AND CHANGE

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 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

### QUALITIES OF HIGH PERFORMANCE TEAMS

The Importance of Teams  
What Makes Teams Perform Well?  
Qualities of High-Performance Teams  
Aligning Individual Effort and Contribution  
The Five Stages of Team Development  
Relationship Progression  
Case Study  
Application

## MODULE 11

### DEVELOPING TEAM ALIGNMENT, ENGAGEMENT AND COMMITMENT

Accepting the Team Challenge  
The Five -Stage Engagement Process  
Establishing the Right Framework  
Your Greatest Asset - Your People  
Application

## MODULE 12

### IMPROVING INDIVIDUAL AND TEAM PERFORMANCE THROUGH MOTIVATION

The Leader's Role  
Understanding Human Needs  
Traditional Methods of Motivation in the Workplace  
Opportunities to Improve Motivation Levels in Your Team  
Workshop Activity  
Application

## MODULE 13

### DEVELOPING PEOPLE'S POTENTIAL THROUGH TRAINING AND DEVELOPMENT

The Benefits of Training and Developing People  
Principles of Learning  
The Four Key Learning Styles  
The Training and Development Process  
Different Forms of Training  
Cross Training to Eliminate Risk  
Your Attitude Towards Training and Development  
Building the Shared Team Commitment to Learning  
Application

## MODULE 14

### PREVENTING AND RESOLVING PROBLEMS WITH PEOPLE

Strategies to Prevent Problems with People  
Capitalising on the Power of Informal Leaders  
Resolving Complaints and Problems Positively  
10 Tips for Handling Problems Involving People  
Dealing with Irrational Behaviour  
Addressing More Extreme Problems  
Workshop Activity  
Application

## MODULE 15

### SUSTAINING HIGH PERFORMANCE

Your Leadership Influence  
Your Decision, Your Plan, Your Future  
Developing Resolution Strategies to Sustain or Improve High Performance  
Strategies to Sustain and Strengthen Team Focus on the Team Goals and Priorities  
Strategies for Reinforcing Team Commitments  
Application

## MODULE 16

### TRANSFORMATIONAL LEADERSHIP - THE ONGOING CHALLENGE

The Importance of Learning in the Where To From Here?  
The Ongoing Challenge  
Your Role as a Transformational Leader  
Preparation for Graduation  
Workshop Activity  
Application

## GRADUATION

Participant 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.

# THE UNIQUE LMA PROCESS

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



**Empowered people.  
Better results.**

## ELEMENTS OF THE PROCESS:

- Specific workplace goals for competency development and performance improvement are established in consultation between the Participant and their manager(s).
- A significant 6 - 8 month workplace project that impacts on productivity, performance and profit is selected.
- 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 materials 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.
- 16 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 assists the Participant and Manager/Mentor throughout the development process.
- LMA's unique Feedback Online process provides real time assessment of progress.
- Regular communication takes place 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 BSB40520 Certificate IV in Leadership and Management.

CODE	TITLE
BSBLDR411	Demonstrate Leadership in the Workplace
BSBLDR413	Lead Effective Workplace Relationships
BSBXTW401	Lead and Facilitate a Team
BSBOPS402	Coordinate Business Operational Plans
BSBXC401	Apply Communication Strategies in the Workplace
BSBLDR414	Lead Team Effectiveness
BSBOPS403	Apply Business Risk Management Processes
BSBSTR401	Promote Innovation in Team Environments
BSBSTR502	Facilitate Continuous Improvement
BSBPMG430	Undertake Project Work
BSBOPS405	Organise Business Meetings
BSBPEF401	Manage Personal Health and Wellbeing



**NATIONALLY RECOGNISED  
TRAINING**

**Expected course duration: 34 weeks  
to Graduation. Refocus Session at 42  
Weeks**

**BSB40520 Status on National  
Register: Current**

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