

BSB51915 Diploma of Leadership and Management

Darwin

Human Resource & Computer Academy

training for your future

GENERAL INFORMATION

Work places are now demanding an increased focus on quality, customer service and world competitive performance. Team leaders are now responsible for empowering, facilitating and developing team co-operation and reporting to senior management.

Who should attend:

First level manager/supervisors
Small Business owners
Team leaders
Co-ordinators
Office and administrative managers
Other individuals holding positions of responsibility

Why should you attend:

A great opportunity to develop a range of skills required of Managers in an economic environment.
Develop a clear understanding of the role of Managers.
Develop an understanding of the strategic role of the Manager assisting their organisation.
Develop the ability to manage people, information and financial resources to achieve business objectives in a team-based environment.

A great networking opportunity.



NATIONALLY RECOGNISED
TRAINING

For bookings contact:

Tel: (08) 8941 2344

Fax: (08) 8941 0141

Training@dhrc.com

www.dhrc.com

RTO # 6893

CONTENT

BSBCUS501 Manage quality customer service - Elective

- Plan to meet internal and external customer requirements
- Ensure delivery of quality products and services
- Monitor, adjust and review customer service

BSBMGT517 Manage operational plan - Core

- Develop operational plan
- Plan and manage resource acquisition
- Monitor and review operational performance

BSBFIM501 Manage budgets and financial plans - Elective

- Plan financial management approaches
- Implement financial management approaches
- Monitor and control finances
- Review and evaluate financial management processes

BSBWOR502 Lead and manage team effectiveness - Core

- Establish team performance plan
- Develop and facilitate team cohesion
- Facilitate teamwork
- Liaise with stakeholders

BSBHRM512 Develop and manage performance-management processes - Elective

- Develop integrated performance-management processes
- Facilitate the implementation of performance-management processes
- Coordinate individual or group learning and development

BSBLDR502 Lead and manage effective workplace relationships - Core

- Manage ideas and information
- Establish systems to develop trust and confidence
- Manage the development and maintenance of networks and relationships
- Manage difficulties to achieve positive outcomes

BSBHRM513 Manage workforce planning - Elective

- Research workforce requirements
- Develop workforce objectives and strategies
- Implement initiatives to support workforce planning objectives
- Monitor and evaluate workforce trends

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GPO Box 1815, Darwin, NT 0801

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COURSE OUTLINE

BSBMGT516 Facilitate continuous improvement - Elective

- Lead continuous improvement systems and processes
- Monitor and adjust performance strategies
- Manage opportunities for further improvement

BSBINN502 Build and sustain an innovative work environment Elective

- Lead innovation by example
- Establish work practices that support innovation
- Promote innovation
- Create a physical environment which supports innovation

BSBRSK501 Manage risk - Elective

- Establish risk context
- Identify risks
- Analyse risks
- Select and implement treatments

BSBWHS501 Ensure a safe workplace - Elective

- Establish a WHS management system in a work area
- Establish and maintain effective and compliant participation arrangements for managing WHS in a work area
- Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in a work area
- Evaluate and maintain a work area WHS management system

BSBLDR501 Develop and use emotional intelligence - Core

- Identify the impact of own emotions on others in the workplace
- Recognise and appreciate the emotional strengths and weaknesses of others
- Promote the development of emotional intelligence in others
- Utilise emotional intelligence to maximise team outcomes

Your Investment?

Your training day is interactive - encouraging group discussion and sharing of experiences. As a participant, you receive:

- Participant electronic Workbooks
- Refreshments
- Facilitator Support and Access

Duration:

12 workshop days over approx. 12 months

Time:

8:30am - 4/4:30pm

Investment:

\$3,500 or \$445 if attending individual units

Training Territorians since

1986



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