

Accreditation : This Module is a Nationally Accredited Course
Title : **BSBMGT401A – SHOW LEADERSHIP IN THE WORKPLACE**
Field Of Study : **Business Management**

What is this course all about?

This unit applies the skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgment.

When you have finished this course you should be able to demonstrate your ability to:

Model high standards of management performance and behavior – BSBMGT401A/01

- ❑ Ensure management performance and behavior meets the organisation's requirements
- ❑ Ensure management performance and behavior serves as a positive role model for others
- ❑ Develop and implement performance plans in accordance with organisation's goals and objectives
- ❑ Establish and use key performance indicators to meet organisation's goals and objectives

Enhance organisation's image – BSBMGT401A/02

- ❑ Use organisation's standards and values in conducting business
- ❑ Question, through established communication channels, standards and values considered to be damaging to the organisation
- ❑ Ensure personal performance contributes to developing an organisation which has integrity and credibility

Make informed decisions- BSBMGT401A/03

- ❑ Gather and organize information relevant to the issue/s under consideration
- ❑ Facilitate individuals and teams active participation in decision making processes
- ❑ Examine options and assess associated risks to determine preferred course/s of action
- ❑ Ensure decisions are timely and communicate them clearly to individuals and teams
- ❑ Prepare plans to implement decisions and ensure they are agreed by relevant individuals and teams
- ❑ Use feedback processes effectively to monitor the implementation and impact of

decisions

Some examples of individuals that will benefit from these courses are: -

- ❑ Front line Managers/ Supervisors
- ❑ Team leaders
- ❑ Sales Staff
- ❑ Customer Service Staff

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Communication and presentation skills to represent the organisation, to explain its work to other and to model professionalism
- ❑ Decision making skills to demonstrate good judgment and follow through
- ❑ Basic theory of group behavior
- ❑ Leadership styles and concepts

What Recognition will you achieve?

Where demonstrated competencies have been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on www.matrixtraininggroup.com/downloads.php in order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.