



Success Strategies For Team Leaders And Supervisors

Organisations that develop their Team Leaders and Supervisors not only receive immediate productivity and performance improvement, they also develop their leaders of the future.

Participants can expect to achieve the following outcomes:

- Become more competent at leading, managing and motivating team members
- Acquire strong planning and prioritising skills
- Increase personal results with effective delegation
- Improve their abilities to make effective decisions and to solve problems
- Develop more effective communication skills
- Create more successful working relationships
- Improve their team's overall productivity and performance
- Demonstrate measurable results and a Return On Investment (ROI) for their organisations

Successful completion of the course will provide Participants with BSB30120 Certificate III in Business

Overview Meeting

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

01 Accepting the Challenge

Introduction
What is Success
Developing Personal Motivation
The Three Types of Motivation
The Success Formula
Improving Your Performance Through Prioritising
Personal Health and Wellbeing, Values and Attitudes
Workshop Activity
Plan of Action

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
Self-Awareness, Pressure and Stress
Emotional Intelligence
Workshop Activity
Plan of Action

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

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
Critical Thinking
Workshop Activity
Plan of Action

05 Building the Framework for Continuous Improvement

The Importance of Continuous Improvement
The Leader's Role in Continuous Improvement
Committing the Team to Continuous Improvement
Start by Identifying Waste
Other Continuous Improvement Processes

The Continuous Improvement Planning Process
Environmentally Sustainable Workplaces
Workshop Activity
Plan of Action

Mid-course Review Workshop

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

06 Implementing the Operations of the Team

Achieving the Team's Goals
The Role of the Team Leader in Problem Solving and Decision Making
The Nature of Problems and Decisions
The Eight Step Problem Solving Process
Qualities that will Assist You in the Problem Solving Process
Growing in Your Role as Team Leader
Workshop Activity
Plan of Action

07 Improving Communication and Relationships

What is Communication?
The Communication Cycle
What Influences Face to Face Communication?
The Four Levels of Communication
Steps to Achieve More Effective Communication within Relationships
Positively Handling Problems with People

Attitudes for Problem Prevention
The Benefits of Improved Digital Communication
Workshop Activity
Plan of Action

08 The Ongoing Challenge - Developing Your People - Part 1

Progress to Date
Prepare the Way for Empowerment
Developing Effective Task Transfer and Delegation Procedures
Delegating with a Purpose
Overcoming Obstacles to Empowerment
Workshop Activity
Plan of Action

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
Using Data to Enhance Operations
The Ongoing Challenge
Workshop Activity
Plan of Action

10 Progress Review Workshop

Review of Course Goals
Review of Team Plan and Implementation
Review of Environmental Sustainability Continuous Improvement Plan and Implementation
Preparing for Graduation

Graduation

Individual Presentation of Course Results from Participants
Environmental Sustainability Continuous 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 Sustainability Improvement Plan

LMA's Unique Learning and Development Process not only provides skill and competency development but also creates positive attitudinal and behavioural changes in the Participants.

To ensure that measurable results and an Identifiable Return On Investment (ROI) are achieved:

- The Learning Partners are established to support the Participant throughout their learning and development process: They include:
 - The LMA Facilitator for the course
 - A Manager/Mentor from within the Client organisation
 - An LMA Client Support person to assist the Participant and Manager/Mentor throughout the development process
- Each Participant establishes specific Course Goals for learning and workplace performance improvement in pre-course consultation with their Manager/Mentor and their LMA Client Support person.
- Comprehensive resource materials including digital and hard copy manuals, plans of action and audio files are provided to each Participant. These enable spaced repetition, multi-sensory learning and easy review.
- Each of the interactive workshops conclude with Application and Action steps to be applied back into the workplace to achieve measurable improvements and results.
- Participants receive one-on-one follow up and support from both the LMA Facilitator and LMA Client Support to assist with assignments, workplace application and the achievement of their Course Goals.
- LMA's bespoke Feedback Online system provides real time review and assessment of Participants' progress
- Mid and Post Course Reviews are conducted to review the Participant's progress and identify the measurable results achieved and the Return On Investment (ROI).
- At Graduation, Participants present their accomplishments and the measurable results and ROI they have achieved during the course.
- Participants receive a complimentary 12 month membership to LMA's Graduate Program which includes:
 - Ongoing access to a Leadership Development Dashboard
 - Regular Leading Edge newsletters
 - Access to webinars and training events and networking opportunities

Units of competency—
Successful completion of these units qualifies Participants to achieve BSB30120 Certificate III in Business.

Expected course duration:
24 weeks through to Graduation.
Refocus Session at 32 Weeks
BSB30120 Status on National Register: Current



NATIONALLY RECOGNISED
TRAINING

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