



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

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

01 Accepting the Leadership Challenge

Introduction
The Leader's Role in the Workplace
The Leadership Journey
Developing Personal Leadership
The Three Types of Motivation
The Success Formula
Summary
Personal Application
Workshop Activity
Plan of Action

02 Growing in Your Workplace Leadership Role

Introduction
Developing Workplace Leadership
Leading by Example
Demonstrating Persuasive Communication and Interpersonal Skills
Applying Critical Thinking
The 8-Step Critical Thinking Process
Summary
Personal Application
Workshop Activity
Plan of Action

03 The Importance of Goal Setting, Planning and Prioritising

Introduction
The Power of Written Goals
The Principles of Goal Setting
Achieving the Team and Organisational Goals
Summary
Personal Application
Workshop Activity
Plan of Action

04 Improving Performance Through Better Time Utilisation

Introduction
The Value of Time
Tips for Improved Time Utilisation
Improving the Team's Time Utilisation
Summary
Personal Application
Workshop Activity
Plan of Action

05 Improving Communication and Relationships

Introduction
The Communication Cycle
The Four Levels of Communication
What Influences Face to Face Communication
Steps to Achieve More Effective Communication Within Relationships
Summary
Personal Application
Workshop Activity
Plan of Action

06 Developing Effective Teams

Introduction
Your Role as Team Leader
The Benefits of Teamwork
The Dynamics of Team Development
The Ten Principles for Developing Effective Teams
Summary
Personal Application
Workshop Activity
Plan of Action

07 Mid-course Review Workshop

The Purpose of the Mid-Course Review Workshop
Mid-Course Review Evaluation
Summary
Personal Application
Workshop Activity

08 Successfully Implementing Team Plans

Introduction

Leading Team Plans

The Leader's Role in Solving Problems, Making Decisions and Capitalising on Opportunities

The Nature of Problems and Decisions

Qualities That Will Assist You

Positively Handling Problems with People

Attitudes for Problem Prevention

Continuing to Grow in Your Role as Team Leader

Summary

Personal Application

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Plan of Action

09 Building a Framework for Continuous Improvement

Introduction

The Leader's Role in Continuous Improvement

Committing the Team to Continuous Improvement

Leading Continuous Improvement Initiatives and Projects

Effectively Applying the Plan, Do, Check, Act (PDCA) Principle

Summary

Personal Application

Workshop Activity

Plan of Action

10 The Ongoing Challenge - Empowerment & Delegation

Introduction

Three Core Leader's Responsibilities

Prepare the Way for Empowerment

Delegating with a Purpose

Providing Feedback

Overcoming Obstacles to Empowerment

Summary

Personal Application

Workshop Activity

Plan of Action

11 The Ongoing Challenge - Training & Development

Introduction

The Reasons for Training and Developing People

The Benefits of Training and Developing People

The Keys to Learning

Providing Effective Training and Development

Leadership Development Dashboard

Summary

Personal Application

Workshop Activity

Plan of Action

12 Progress Review Workshop

The Purpose of the Progress Review Workshop

Personal Application

Your Ongoing Journey

Workshop Activity

Plan of Action

Graduation

Individual Presentation of Course Results from Participants

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 Development Plan/Workplace Project 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:
26 weeks through to Graduation.
Refocus Session at 34 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