

Diploma of Leadership & Management

Program 16

Session	Workshop Date/s	Units of Competency
Session 1	24 July 2018	BSBWOR501: Manage personal work priorities and professional development <ul style="list-style-type: none"> • Establish personal work goals • Set and meet work priorities • Develop and maintain professional competence
Session 2	25 July 2018	BSBLDR502 Lead & manage effective workplace relationships <ul style="list-style-type: none"> • 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
Session 3	29 August 2018	BSBPMG522 Undertake project work <ul style="list-style-type: none"> • Define project • Develop project plan • Administer / monitor project • Finalise project • Review project
Session 4	10 October 2018	BSBMGT502 Manage people performance <ul style="list-style-type: none"> • Allocate work • Assess performance • Manage follow up
Session 5	14 November 2018	BSBCUS501 Manage quality customer service <ul style="list-style-type: none"> • Plan to meet customer requirements • Ensure delivery of quality products and services • Monitor, adjust and review customer service
Session 6	12 December 2018	BSBHRM405 Support the recruitment, selection and induction of staff <ul style="list-style-type: none"> • Plan for recruitment • Plan for selection • Support selection process • Induct successful candidate *BSBMGT517 Manage operational plan <ul style="list-style-type: none"> • Develop operational plan • Plan and manage resource acquisition • Monitor and review operational performance

Session 7	13 February 2019	<p>BSBMGT516 Facilitate continuous improvement</p> <ul style="list-style-type: none"> • Lead CI systems and processes • Monitor / adjust performance strategies • Manage opportunities for further improvement <p>BSBINN502 Build & sustain an innovative work environment</p> <ul style="list-style-type: none"> • Lead innovation by example • Establish work practices that support innovation • Promote innovation • Create a physical environment which supports innovation • Provide learning opportunities
Session 8	20 March 2019	<p>BSBWOR502 Lead & manage team effectiveness</p> <ul style="list-style-type: none"> • Establish team performance plan • Develop and facilitate team cohesion • Facilitate teamwork
Session 9	14 May 2019	<p>BSBLDR501 Develop & use emotional intelligence</p> <ul style="list-style-type: none"> • 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
Session 10	15 May 2019	<p>BSBLDR503 Communicate with influence</p> <ul style="list-style-type: none"> • Communicate clearly • Present and negotiate persuasively • Participate in and lead, meetings effectively • Make presentations at meetings, forums and conferences

If you have any questions about your program, please contact

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