

## Overview of Leadership Training

### Purpose

Today's leaders and managers are under huge pressure to achieve more with less. The ability to inspire, communicate with, direct and support team members is the only way to achieve this challenging goal. Proactive Training's Leadership Program is designed to help individuals and organisations, address real-world business challenges, and foster a performance-based culture that accelerates results.

This program offers participants the opportunity to identify leadership pathways within the workplace and develop relevant skills to become effective leaders.

### Overall Strategy to Develop Effective Leadership

1. Reinforce leadership responsibilities
2. Outline areas for improvement with the aim to minimise repetitive issues
3. Discuss the challenges and workshop solutions
4. Implement an accountability strategy

### Delivery and Assessment

This program is designed to be flexible, interactive, and engaging. Face to face classroom (and Zoom) training is complimented with relevant and current theory and practical hands on experience at the workplace or simulated environments.

The program combines face to face trainer led theory classes, practical sessions involving small groups, individual activities and 'on the job' delivery and assessment.

On-line activities will enhance learning opportunities and add depth to the theoretical concepts. Thought-provoking activities will help students develop their leadership skills and apply critical thinking to their leadership journey.

### Student Commitment

Components of this program will require students to have access to a computer and internet access and possess digital literacy to enable the completion of several online learning activities.

Attend 8 x 2 hour face to face / live stream training that includes observable learning activities including:

- Roleplay
- Presentation
- Group and 1 on 1 sessions
- General discussion and
- Assessment

Complete on-line self-paced unsupervised learning that includes:

- Reading
- Research
- Knowledge checks
- Self-Assessment and
- Projects

## Unit Overview

### SKILLSET 1

#### Communicate effectively as a workplace leader

1. BSBLDR412 Communicate effectively as a workplace leader
2. BSBXCM401 Apply communication strategies in the workplace
3. BSBMM412 Lead difficult conversations

### SKILLSET 1

#### Leading innovation & improvements

1. BSBLDR411 Demonstrate leadership in the workplace
2. BSBCRT411 Apply critical thinking to work practices
3. BSBSTR401 Promote innovation in team environments
4. BSBSTR502 Facilitate continuous improvement

### SKILLSET 3

#### Leading teams to success

5. BSBLDR413 Lead effective workplace relationships
6. BSBXTW401 Lead and facilitate a team
7. BSBLDR414 Lead team effectiveness

## Operational Streams

### SKILLSET 4

#### Managing operational plans (Operations Leaders)

8. BSBPEF402 Develop personal work priorities
9. BSBOPS402 Coordinate business operational plans

### SKILLSET 4

#### Managing operational plans (Sales Leaders)

11. BSBOPS402 Coordinate business operational plans
12. SIRXSL003 Achieve sales results

### SKILLSET 4

#### Managing operational plans (Customer Engagement Leaders)

11. BSBOPS402 Coordinate business operational plans
12. BSBOPS404 Implement customer service strategies