



GLOBALNET ACADEMY

LEADING TEAMS

FRONTLINE MANAGERS COURSE
DISABILITY SECTOR

*"Great things in business are never done by one person.
They're done by a team of people." Steve Jobs*

2023

 www.globalnetacademy.edu.au

 team@globalnetacademy.edu.au

ENQUIRE TODAY

<https://www.globalnetacademy.edu.au/leading-teams-in-disability-services/>

*Funded by Skills Tasmania through
the Skills Fund Initiative*





THE COURSE

A tailored set of three (3) modules, delivered and implemented in a highly impactful program to selected leaders. Practical, relevant with focused on applying principles and practices into the workplace.

TARGET AUDIENCE: Frontline Managers / Supervisors responsible for small teams.



COURSE STRUCTURE

- Face to face workshops approximately every four weeks.
- Optional virtual sessions for additional support.
- Email, phone and online support through our student portal.

WHAT'S IN IT FOR PARTICIPANTS

- Learn tools & techniques to develop emotional intelligence in your team.
- Improve management of workplace stress and conflict.
- Increase communication skills to encourage inclusivity and cultural sensitivity.
- Learn how to set, implement and review individual and team goals and objectives.
- Learn techniques to help you build team capability and performance.
- Understand what feedback is and how to give it.
- Learn how to implement and manage team responsibilities and accountabilities.

WHAT'S IN IT FOR ORGANISATIONS

- Develop leaders that understand how to more effectively lead and manage others.
- Improve productivity and job satisfaction.
- Reduce workplace stress, conflict, interpersonal and performance issues.
- Improve client outcomes and quality.
- Provide structured professional development for current and emerging leaders.

ENQUIRE TODAY

<https://www.globalnetacademy.edu.au/leading-teams-in-disability-services/>



**NATIONALLY
RECOGNISED**



FACE TO FACE



**FUNDED BY SKILLS
TASMANIA THROUGH THE
SKILLS FUND INITIATIVE**



MODULE ONE

UNDERSTANDING YOURSELF AND COMMUNICATION

Learn how to understand and appreciate your own emotions and the emotional triggers of others in the workplace. We explore effective communication techniques and inclusive and interpersonal communication. Learn how to adapt your communication, give and receive feedback in the workplace to enhance your ability to communicate with influence.



MODULE OUTCOMES

- Understand your own emotions, your emotional triggers and the impacts these can have on others.
- Understand how to apply emotional intelligence principles in the workplace.
- Be able to apply emotional intelligence techniques that support flexibility and consideration of others, and reduce stress.
- Be able to apply effective interpersonal communication techniques that support inclusivity.
- Be able to apply problem solving techniques to reduce communication barriers.
- Be able to apply effective feedback techniques that encourage participation and engagement.

UNDERPINNING UNITS OF COMPETENCY

BSBPEF502 - Develop and use emotional intelligence

BSBXCM401 - Apply communication strategies in the workplace



2 DAYS



FACE TO FACE



FREE



MODULE TWO

LEADING EFFECTIVE TEAMS

Leading a team can be challenging. Team members all need to be working cohesively and collaboratively. Learn how to motivate, mentor, coach, and develop your team to get the best from them. Apply effective planning, communication, and feedback techniques to better support your team to achieve business goals and objectives, increasing the productivity, effectiveness and well-being of your team.



MODULE OUTCOMES

- Learn how to communicate more effectively to help teams better understand responsibilities, manage conflict and give and receive feedback.
- Understand brainstorming, problem-solving, coaching and mentoring techniques to support and develop teams and individuals.
- Learn how to effectively allocate tasks and responsibilities necessary to achieving workplace goals and objectives.
- Understand how to plan for contingencies, measure performance and implement action plans to increase productivity and team well-being.

UNDERPINNING UNITS OF COMPETENCY

BSBXTW401 - Lead and facilitate a team

BSBLDR413 - Lead effective workplace relationships

BSBLDR414 - Lead team effectiveness



2 DAYS



FACE TO FACE



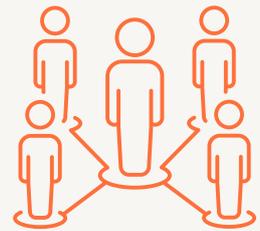
FREE



MODULE THREE

LEADING BY EXAMPLE

This module will bring together the previous two modules to help you put into practice the skills and knowledge you have gained thus far. We will explore how leaders need to take responsibility for their own actions, support team members, accept and embrace their own accountabilities and responsibilities. We will also consider the importance of creating a workplace culture that celebrates and encourages collaboration, consultation, values, and ethics.



MODULE OUTCOMES

- Learn how to role model leadership behaviours and help others achieve workplace outcomes through responsibility and accountability.
- Learn how to develop and implement work plans to meet team performance and outcome requirements.
- Learn how to prepare for and facilitate difficult conversations.
- Learn how to develop strategies to promote team cohesion.

UNDERPINNING UNITS OF COMPETENCY

BSBLDR411 - Demonstrate leadership in the workplace

BSBCMM412 - Lead difficult conversations



2 DAYS



FACE TO FACE



FREE



ABOUT US

GlobalNet Academy is a small, Tasmanian based Registered Training Organisation, specialising in leadership and management training. With over 20 years experience in the industry, we support individuals and businesses to upskill and develop their core leadership and management skills.

WHY US

Our face to face training helps participants develop their problem solving, critical thinking and leadership abilities to build and reinforce the human skills they need to adapt and change as your business does.

BUSINESS BENEFITS

- Improve individual and team performance
- Increased efficiency and effectiveness in achieving organisational objectives
- Reduce workplace stress and conflict
- Improve communication, collaboration and quality



THE NOT SO FINE PRINT

- Participants are required to participate in assessment activities as part of the funding agreement attached to this course.
- Participants must satisfactorily complete all assessment activities in order to be deemed competent.
- Participants must be working either part-time or full-time in the disability sector and as part of a team in order to participate.
- There are short answer theory questions that participants will need to complete in their own time as part of the assessment process.
- All participants will be given access to sufficient online and offline resources to help them complete theory and practical assessment activities.
- Participants will be given time during workshops to work on practical assessment activities.
- Participants are expected to practice and document practical assessment activities between module workshops.
- Participants may be required to dedicate up to an extra day (cumulatively) outside workshop time in order to undertake / complete theory and practical assessment activities.
- **Successfully completed units can be used towards obtaining a full BSB40520 Certificate IV in Leadership and Management. This course is NOT the full qualification.**



OTHER 1 DAY WORKSHOPS



MANAGING PERFORMANCE

Learn how to create standards, manage expectations, and hold people accountable so they may become a more effective manager of people.



EFFECTIVE TEAMS

Learn how to engage and work collaboratively with others to lead and manage a team.



COMMUNICATE EFFECTIVELY

Learn to engage in more effective communication. Explore communicating frameworks, methods, tools and techniques to help you communicate more effectively.



EMOTIONAL INTELLIGENCE

Learn to apply empathy, how to understand, control, and express their emotions using the appropriate language, and to be able to practice EQ skills to help better manage stress and conflict.



CHALLENGING CONVERSATIONS

Learn to engage in challenging conversations effectively and confidently. How to handle these types of discussions to get the greatest results while preserving good working relationships.



TIME AND TASK MANAGEMENT

A toolkit of practical ideas and techniques to help you become more productive and feel more in control of your daily life. Learn the fundamentals of what it means to “manage time”



BUDGETING 101

Explore the fundamentals of budgeting including budget allocations, setting targets, understanding variances, forecasting and evaluation techniques, and managing budget risk.

*"Leadership and learning are
indispensable to each other"
- John F Kennedy*



GLOBALNET ACADEMY

CONTACT US

 03 6234 5794

 www.globalnetacademy.edu.au

 team@globalnetacademy.edu.au

ENQUIRE TODAY

<https://www.globalnetacademy.edu.au/leading-teams-in-disability-services/>

