

# BSB50420 - Diploma of Leadership and Management

Lead & Manage organisations, departments, projects, teams & individuals

## Course Overview

The BSB50420 - Diploma of Leadership and Management is designed to improve productivity and management performance. This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

The course covers diverse leadership and management principles, techniques and tools for managing organisations, departments, projects, teams & individuals.

## Who should do this qualification?

This qualification reflects the role of individuals who are engaged to lead and manage the work of others or to add value to or enhance management practices including:

|                         |                        |
|-------------------------|------------------------|
| Human Resources Manager | Team member            |
| Team Leader             | Small Business Manager |
| Office Manager          | Department Manager     |
| Operations Manager      | Project manager        |
| Subject matter expert   | Business analyst       |

There are no entry requirements for the course. Industry experience is desirable but not essential.

## Assessment and Award

Participants select an organisation, scenario, case study and/or project to use (from past or current experience) for applying theory to practice (ie skills) via activities (see overleaf for examples of evidence generated in the course) undertaken throughout the course. Participants are required to complete an Assessment Record Book, primarily answering questions to demonstrate knowledge and understanding. Being competency-based, there are no exams or tests. Upon satisfying requirements, BSB50420 is awarded by Registered Training Organisation Australia Institute of Business and Technology #41138. Alan Schwartz delivers the training and undertakes assessments.

## Course Units (12)

BSBCMM511 Communicate with influence  
BSBLDR523 Lead and manage effective workplace relationships  
BSBOPS502 Manage business operational plans  
BSBPEF502 Develop and use emotional intelligence  
BSBTWK502 Manage team effectiveness  
BSBCRT511 Develop critical thinking in others  
BSBLDR522 Manage people performance  
BSBOPS504 Manage business risk  
BSBSTR502 Facilitate continuous improvement  
BSBTWK503 Manage meetings  
BSBSTR501 Establish innovative work environments  
BSBXC501 Lead communication in the workplace

See overleaf for a Course Leader Profile & overview of course content.

## Course Outcomes

The Diploma of Management develops a sound theoretical knowledge base and managerial competencies to plan, carry out and evaluate own work and/or the work of a team. On completion of this course you may consider higher qualifications such as BSB60420 - Advanced Diploma of Leadership and Management.

## Courseware-support

- Textbook & PowerPoint slides
- Examples, exercises, self-assessments etc
- Case Studies, templates, checklists
- Glossary
- Clear evidence & assessment documents
- e-mail support
- Skype video support (by agreement)

## Course start & duration

The course is self-paced ie you can start & finish at any time. Completion times vary from one to 12 months. The course can take anything from 50 - 400 hours depending upon experience, knowledge, existing evidence, speed of working etc

See Registration Form for more information

## For more information

Please contact Alan Schwartz (Director, trainer, assessor)

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Australia Institute of  
Business & Technology

# Overview of Leader and Course Content

## Course Leader Profile



### Alan Schwartz

*IPMA Level A, Cert. Projects Director, MPM, CPPD, MIMC CMC, Grad. Cert. Mgt., Grad. Cert HRD, Adv. Dip. Bus. Mgt., Adv. Dip. Prog. Mgt., Dip. Leadership & Mgt., Cert IV TAE*

Alan has over 30 years diverse work experience – this includes setting-up (1989) and directing a successful

consulting and training organisation. He has a track record in management, consulting, strategic management, program management, project management, business planning, training, facilitation, culture change.

## Indicative Course Topics

### Foundations of management (Ch. 1)

- 1 Levels of management
- 2 Managerial functions and skills
- 3 Organisational structures
- 4 Challenges facing managers

### Apply emotional intelligence

1. What is emotional intelligence?
2. Personal & social competence
3. Develop emotional intelligence

### Build effective workplace relationships

1. Behaviour influences relationships
2. Manage workplace information
3. Engagement
4. Negotiation & conflict resolution

### Ensure team effectiveness

- 1 Types of teams
- 2 Plan to achieve team outcomes
- 3 Facilitate and empower work teams
- 4 Liaise with management
- 5 Enhance the organisation's image

### Develop workplace learning environment

- 1 Determine development needs
- 2 Types of learning and development
- 3 Purpose of learning plans
- 4 Support workplace learning
- 5 Monitor and evaluate learning

### Assign duties and appraise performance

- 1 Clarify roles and responsibilities
- 2 Delegate for results
- 3 Facilitate outcomes
- 4 Performance appraisals
- 5 Constructive solutions to problems
- 6 Value of individual performance plans

### Manage & implement operational plans

- 1 Operational plans reflect corporate plans
- 2 Develop an operational plan
- 3 Acquire human resources
- 4 Acquire physical resources
- 5 Monitor and control operational performance

### Develop critical thinking in others

- 1 Assess individual and team critical and creative thinking skills
- 2 Establish an environment that encourages the application of critical and creative thinking
- 3 Monitor and improve thinking practices

### Risk management

- 1 What is risk?
- 2 Risk management process
- 3 Benefits of risk management

### Establish innovative systems

1. Research context for new system development
2. Generate system concepts and options
3. Develop a plan for the system
4. Trial the system

### Manage continuous improvement

- 1 Understanding quality
- 2 Quality and continuous improvement
- 3 Tools for continuous improvement
- 4 Case application: Continuous improvement

### Communicate with influence

1. Interpersonal communication
2. Communicate with persuasion
3. Communication process

### Manage meetings

1. Prepare for meetings
2. Conduct meetings
3. Follow up meetings

## Examples of evidence via templates

Stakeholder Management Plan  
Communication Plan  
Roles & responsibilities  
Professional development plan  
Operational Plan  
Negotiation plan  
Performance indicators  
Risk analysis  
System plan  
Status report  
Variation/change request  
Resource plan  
Project plan  
Reflective report

