

MANAGEMENT WORKSHOP PROGRAM

MANAGING FIRST THINGS FIRST

This unit covers the skills and knowledge required to plan own work schedules, monitor and obtain feedback on work performance and development. On successful completion of this unit the participant should be able to plan their own and others' work schedules, and both monitor and obtain feedback on their own and others' work performance and professional development.

This unit covers the skills and knowledge required to:

- Plan personal and workgroup schedules that are consistent with organisational goals, priorities and systems which also take account of contemporary trends and issues.
 - Communicate workgroup plans effectively to stakeholders to facilitate effective attainment of workgroup objectives
 - Monitor and assess his or her own performance and the performance of team members against established performance objectives
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MANAGING EFFECTIVE WORKPLACE RELATIONS

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

This unit covers the skills and knowledge required to:

- Collect, analyse and communicate information and ideas
 - Develop trust and confidence
 - Develop and maintain networks and relationships
 - Manage difficulties into positive outcomes
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LEADERSHIP FOR EFFECTIVE TEAMS

This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. This unit addresses work that is normally carried out within routine and non routine methods and procedures which require the exercise of discretion and judgement.

This unit covers the skills and knowledge required to:

- Model high standards of management performance and behaviour
 - Enhance organisations image
 - Make informed decisions
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MANAGING TEAM EFFECTIVENESS

This unit describes the performance outcomes, skills and knowledge required to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation.

This unit covers the skills and knowledge required to:

- Establish team performance plan
 - Develop and facilitate team cohesion
 - Facilitate teamwork
 - Liaise with stakeholders
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MANAGE OPERATIONAL PLAN

This unit specifies the outcomes required of frontline managers to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing report on performance as required.

This unit covers the skills and knowledge required to:

- Implement operation plan
- Implement resource acquisition

- Monitor operational performance
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PROJECT MANAGEMENT

This unit specifies the outcomes required to manage a straightforward project or a section of a larger project. It focuses on the application of project management skills and the requirement to meet timelines, quality standards, budgetary limits and other requirements set for the project.

This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

The unit does not apply to specialist Project Managers. For specialist Project Managers, the Certificate IV or Diploma in Project Management would be more applicable.

This unit covers the skills and knowledge required to:

- Identify project requirements
 - Define the project
 - Develop the project plan
 - Administer and monitor the project
 - Finalise the project
 - Review the project
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MANAGING SAFETY IN THE WORKPLACE

This unit is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in the relevant work area to meet legislative requirements.

This unit covers the skills and knowledge required to:

- Provide information to the work group about Occupational Health and Safety policies and procedures
 - Implement and monitor participative arrangements for the management of Occupational Health and Safety
 - Implement and monitor the organisation's procedures for providing Occupational Health and Safety training
 - Implement and monitor procedures for identifying hazards and assessing risks
 - Implement and monitor the organisation's procedures for controlling risks
 - Implement and monitor the organisation's procedures for maintaining Occupational Health and Safety records for the team
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MANAGING IN THE INFORMATION AGE

This unit specifies the outcomes required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information which plays a significant part in the organisation's effectiveness.

This unit covers the skills and knowledge required to:

- Identify and source information needs
 - Collect, analyse and report information
 - Implement information systems
 - Prepare business plan/budgets
 - Prepare resource proposals
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STRIVING FOR CONTINUOUS IMPROVEMENT

This unit specifies the outcomes required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

This unit covers the skills and knowledge required to:

- Implement continuous improvement systems and processes
 - Monitor and review performance
 - Implement opportunities for further improvement
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STRATEGIC CUSTOMER SERVICE

This unit covers the skills and knowledge required to advise on, and carry out customer service strategies, and evaluates customer strategies on the basis of feedback and design strategies for improvement.

This unit covers the skills and knowledge required to:

- Plan to meet internal and external customer requirements
- Ensure delivery of quality products and or services
- Monitor adjust and review customer service

DIPLOMA HOLISTIC ASSESSMENT

This assessment is designed to demonstrate the workplace application of the skills and competencies developed in the diploma program. Particular emphasis is placed on the ability to take a relevant workplace objective and develop a management strategy that delivers set outcomes.

This holistic assessment addresses:

- Goals setting
 - Planning and risk management
 - Communication and information systems
 - Consultation and training strategies
 - Monitoring and controlling mechanisms
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