MODULE 1
Leading communication
(2 days)

Supports leaders to communicate to build trust, clarity and improve performance.

Leading communications

Module 1: BSB40520 Certificate IV in Leadership and Management.

workplace dimensions

LEADING PEOPLE TO GROW
RTO.122052

Delivery format
2 days

Units covered in this module

- BSBXCM401 Apply communication strategies in the workplace.

- BSBCMM412 Lead difficult conversations.

- BSBLDR412 Communicate effectively as a workplace leader.

This program is designed for adult participants who are already or have recently been employed. Assessments are open book questions, practical activities and projects designed to be incorporated into their day to day job rather than adding to their workload.

Participants have up to 12 months to complete the qualification or the individual modules.

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This two-day module supported by workplace application and assessment, delivers three units towards the BSB40520 Certificate IV in Leadership and Management.

Module outline
Good communication is one of the fundamental skills of strong leaders. Quality interpersonal skills are proven to build trust and robust relationships that underpin the development of teams and increase the influence of an individual. This module addresses these skills not as a 'nice to have' but rather as fundamental to the achievement of improved results through interactions with others. Increased productivity, delivery of efficiencies and reduced rework due to miscommunication are only some of the deliverables that this module seeks to achieve. Participants will work with others to learn how to flex their communication styles through deeper listening and more informed 'reaction' management. They will learn how to give effective feedback, constructively engage in conflict, listen to different perspectives and deal with others respectfully and confidently.

Outcomes
At the end of this module participants will be able to:

- evaluate appropriate methods of communication, identify barriers to effective communication and engage others in ideas generation;

- ask quality questions and listen more deeply for increased understanding of core issues and motivations;

- develop trust and confidence in others through quality interactions that deliver the agreed outcomes;

- run presentations and meetings that engage others, create two-way conversations and result in action;

- give effective feedback for performance improvement;

- self-manage difficult conversations for more effective outcomes;

- manage difficulties in the workplace and work performance to create positive outcomes;

- engage in effective record keeping and reporting on communication; and

- maintain networks and sustain quality relationships with teams, peers and clients, monitoring satisfaction levels and addressing issues proactively.

Workplace Dimensions a division of Learning Dimensions Network (LDN)