

# skillup australia™



## Frontline Management

Nationally Recognised Training

(BSB40807)

Certificate IV in Business Frontline Management



**Become an inspirational leader**



## *Learn how to integrate people and processes through effective interpersonal and organisational skills*

### Case study

Skillup Australia (SUA) recently assisted a group of Supervisors and Managers of a manufacturing organisation to develop more cohesive and effective work teams.

#### **The challenge:**

Increased number of defects and Work in Progress, combined with a decline in productivity and staff morale led the leadership team to refocus their efforts in developing efficient and effective work teams.

#### **Skillup Australia's Solution**

After a comprehensive Needs Assessment which included a review of work practices, skill matrices and individual interviews with staff and management, SUA put in place a "Delivery and Assessment Strategy" (DAS) for the leadership team to approve outlining the current situation and recommending workable solutions.

The DAS highlighted the following areas of concern:

- Little team work within workgroups
- No effective communication from managers and team leaders
- Autocratic Leadership style
- No sense of ownership of work done
- Little understanding of company goals, missions and values.

SUA designed and conducted a tailored program linked to the Cert IV in FLM to address:

- Leadership styles and effective communication
- Personality types and Conflict Management
- Team building workshops
- Performance Management
- Development of individual, team, organisation and SMART Goals
- Process Improvement strategies – Visual Management, VSM, 5S.

#### **Outcomes:**

- Developed cross-functional teams
- Staff engagement in the revision of work processes - resulting in cost and time savings
- Developed team approach culture – resulting in increased sense of accountability of the work done and staff feeling more valued
- Developed effective toolbox meetings and increased staff communication
- Implemented Continuous Improvement Tools, resulting in increased productivity, reduction of WIP, rejects and increased customer satisfaction.

### Overview

Very often, managers and supervisors have taken on their management role on the strength of their technical knowledge or specialist skills. To achieve success as a manager depends on achieving results through others.

The Certificate IV in Frontline Management has been designed to address the particular problems faced by new and seasoned managers. Participants will learn how to apply proven management skills, manage the workflow and integrate people and process through effective interpersonal and organisational skills.

### The Skillup Approach

Skillup Australia is a leader in workplace training programs in the primary, secondary and service industries. We achieve results by ensuring that our training programs are:

- Interesting and engaging
- Driven by workplace projects and outcomes
- Monitored by Key Performance Indicators (KPIs)
- Relevant and work-based
- Flexible, innovative and most importantly,
- A partnership between the trainee, trainer and employer

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## Training Program Design

Before commencement of any training program, we undertake an extensive design and development phase which includes:

- Training Needs Assessments
- Business Needs Analysis
- Recognition of Prior Learning (RPL) & Recognition of Current Competencies (RCC)
- Integration of existing workplace systems and programs
- Development and facilitation of workplace projects
- Linking of assessment to project outcomes
- Identifying goals and KPIs for the program
- Ensuring that improvements can be sustained

## Key Learning Outcomes

### Personal

- Developing your personal leadership/management style
- Identifying strengths and weaknesses of your management style
- Managing work priorities – your own, your team's and your organisation's
- Managing downward and managing upwards

### People

- Establishing effective communication strategies
- Managing different personality types
- Developing high performance team and individuals
- Motivating and inspiring your team
- Delegating: what, whom and why?

### Organisational

- Translating the organisation's strategy into operational outcomes
- Fostering a culture of continuous improvement
- Championing safety in the workplace
- Managing and Assessing Risk

Certificate IV in Business Frontline Management is a flexible program designed for newly appointed managers and supervisors as well as seasoned managers to develop critical skills in leading, managing and empowering people to drive performance to meet personal and organisational objectives.

**An example of a Certificate IV in Business Frontline Management program is shown below:**

### CORE UNITS (4 required)

BSBMGT401A	Show leadership in the workplace	Core
BSBOHS407A	Monitor a safe workplace	Core
BSBWOR402A	Promote team effectiveness	Core
BSBMGT402A	Implement operational plan	Core

### ELECTIVE UNITS (6 required)

BSBADM409A	Coordinate business resources	Elective
BSBWOR401A	Establish effective workplace relationships	Elective
BSBMGT403A	Implement continuous improvement	Elective
BSBWOR404A	Develop work priorities	Elective
BSBPMG510A	Manage projects	Elective
BSBCUS402A	Address customer needs	Elective

Please note: We deliver a wide range of elective units from the Business training package.

Please see our website for AQTF policy and procedures.

Contact one of our Industry Skills Advisors to discuss your needs.

### Training Materials

At Skillup Australia we develop our own training material for many key areas. This ensures that our programs are interesting and effective. We ensure that our training material meets the learning needs of our clients by using easy to understand visuals and everyday examples.

Skillup Australia's work / resources have been published externally by Aspire and CMI.



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National Number

**1300 398 005**