

# BSBMGT401A Show Leadership in the Workplace

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. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement.

**Designed for:** This course is suitable for all frontline managers.

**Duration:** 1 day

**Application of the unit:** Frontline management provides the first level of leadership within the organisation. This unit applies to people who are making the transition from being a team member, to taking responsibility for the work and performance of others.

Frontline managers have a strong influence on the work culture, values and ethics of the teams they supervise. As such it is important that frontline managers model good practice, professionalism and confidently represent their organisation.

**Elements and performance criteria:**

| Element  | Performance criteria   |
|--|--|
| Model high standards of management performance and behaviour | <ul style="list-style-type: none"> <li>▪ Ensure management performance and behaviour meets the organisation's requirements</li> <li>▪ Ensure management performance and behaviour serves as a positive role model for others</li> <li>▪ Develop and implement performance plans in accordance with organisation's goals and objectives</li> <li>▪ Establish and use key performance indicators to meet organisation's goals and objectives</li> </ul>  |
| Enhance organisation's image                                 | <ul style="list-style-type: none"> <li>▪ Use organisation's standards and values in conducting business</li> <li>▪ Question, through established communication channels, standards and values considered to be damaging to the organisation</li> <li>▪ Ensure personal performance contributes to developing an organisation which has integrity and credibility</li> </ul>  |
| Make informed decisions                                      | <ul style="list-style-type: none"> <li>▪ Gather and organise information relevant to the issue/s under consideration</li> <li>▪ Facilitate individuals and teams active participation in decision making processes</li> <li>▪ Examine options and assess associated risks to determine preferred course/s of action</li> <li>▪ Ensure decisions are timely and communicate them clearly to individuals and teams</li> <li>▪ Prepare plans to implement decisions and ensure they are agreed by relevant individuals and teams</li> <li>▪ Use feedback processes effectively to monitor the implementation and impact of decisions</li> </ul> |



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