



BSB50420

Diploma of
Leadership and
Management



BSB50420 Diploma of Leadership and Management

🕒 6-8 months 📍 Live Online 6 intensive clusters, 9 days

The Certificate IV in Leadership and Management is perfect for emerging leaders. Whether aspiring to be or recently promoted to a team leader or supervisory position, you will develop your skills as a front-line manager by looking at the competencies you need to manage yourself, your team, and your business area.

The course is practical and hands on with a direct application to the workplace.

By the end of this course you will have received the essential knowledge to enable you to lead and communicate with your team, implement an operational plan and a model of continuous improvement, and develop your personal effectiveness.



95%

of participants were satisfied with Swinburne Edge's course content.*

* n = 224 (2018-2019), course-specific statistic.

96%

of participants were satisfied with their Swinburne Edge facilitator.*

* n = 224 (2018-2019), course-specific statistic.

Why leadership and management skills are crucial

The leadership and management team of any organisation is the beating heart of its success. This qualification takes leadership skills to the next level.

Skilled managers do more than run logistics: they inspire performance, communicate with influence, drive innovation, and provide true leadership.

Management and leadership skills are learnt, and there will always be solid demand for high quality managers.

These leaders are well-rounded and have a high level of operational, communication, collaboration and strategic skills, not to mention Emotional Intelligence and digital literacy.

This qualification develops the skills to:

- lead and manage both teams and individuals including recruiting suitable talent
- learn your own strengths and develop strategies to resolve your weaknesses

- manage team performance across the board
- report on performance, provide performance feedback and handle difficult conversations
- promote innovation and create a culture of continuous improvement
- deliver high-quality customer service, understand financial information and budgets, and lead projects.

Course inclusions

- access to industry experts who facilitate the workshops
- program materials and manuals used in the workshops, which double as a take-home resource
- templates, tools, and many other resources are provided
- assessment and study support.

Who should attend?

This qualification is suitable for

- those currently managing a team
- professionals seeking to build their management experience
- recently promoted managers with some existing management experience.

Entry requirements

Applicants should have at least 3 years of relevant work experience.

Stand out

Great managers and leaders find the balance between performance, innovation, communication, strategy, and people management. This qualification:

This qualification:

- includes relevant, real-world content with global context
- has a practical focus with projects you can integrate into your existing role or organisation
- gives you skills and tools you can use immediately
- encourages you to think differently
- fully aligns to future trends in leadership capabilities.

Fees

The total fee for the BSB50420 Diploma of Leadership and Management is \$8,010. Fees are reviewed each year and are subject to change. **VET Student Loans may apply.**

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The Swinburne Edge difference

Swinburne Edge's accelerated qualifications are designed for working professionals to maximise the learning outcomes and minimise time spent out of the office or away from home.



"The content and facilitation was excellent and the topics, including the Genos report, provided some great insights and take aways."

Simone

Participant, Diploma of Leadership and Management

Benefits for individuals

- You can enrol at any time, choose your workshop days, and get qualified faster with an accelerated course structure
- Our Continuing Professional Education Advisors are on hand to provide advice and answer your questions
- Participants learn alongside professional peers and enjoy a unique shared experience that fosters new ideas, reflection, diversity, and innovation
- Our facilitators each have extensive experience across a range of leadership roles and can impart real-life case studies and relevant industry know-how
- Our facilitators are dynamic and engaging professionals with a true passion for teaching, handpicked by us.

Benefits for organisations

- A strong upcoming leadership team within your organisation ensures you've got the necessary skills for retaining a competitive edge in the years to come
- We work directly with a range of organisations to qualify their Managers and ensure they can maximise the productivity of their teams
- Our team of expert Consultants work hand-in-hand with clients just like you to roll out the BSB50420 Diploma of Leadership and Management in a way that suits you and your team, including customisation for your own projects and industry
- In addition, clients are allocated a Swinburne Edge Project Manager of their own, ensuring participants are supported, outcomes are reported, and training is delivered.

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The **BSB50420 Diploma of Leadership and Management** is delivered in unit clusters. Each vertical block of clusters and units shows the number of workshop days.

UNIT CODE	UNIT TITLE	CLUSTER NAME	DURATION
BSBPEF501	Manage personal and professional development	Professional Development	1 days
BSBOPS502	Manage business operational plans	Operational Change	2 days
BSBPMG430	Undertake project work		
PSPGEN095	Facilitate change		
BSBPEF502	Develop and use emotional intelligence	Emotional Intelligence (2.0)	1 day
BSBSTR501	Establish innovative work environments	Innovation and Critical Thinking	2 days
BSBCRT511	Develop critical thinking in others		
BSBTWK502	Manage team effectiveness	Lead and Manage Teams	2 days
BSBLDR522	Manage people performance		
BSBCMM412	Lead difficult conversations		
BSBLDR523	Lead and manage effective workplace relationships	Relationships and Effective Communication	1 day
BSBCMM511	Communicate with influence		



NATIONALLY RECOGNISED
TRAINING

Schedule details: Workshop times may vary but are usually 9:00am to 5:00pm; details will be confirmed upon enrolment.

For full unit descriptions, visit <https://training.gov.au> and type the unit code into the search function.



"This set of workshops was very valuable and I can immediately take what I have learnt and put it into practice."

Jane

Participant, Diploma of Human Resource Management

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Cluster overview

Professional Development

Duration: 1 day

Location: Online, delivered live

Units:

BSBPEF501 Manage personal and professional development

Developing and maintaining professional competence is fundamental to any career. This cluster teaches participants to support colleagues and themselves whilst working towards organisational goals.

We explore how to develop work goals that align with roles and responsibilities, so that when the time comes to facilitate team member access to relevant personal and professional development activities, you're in a position to be a factual, inspirational and collaborative leader.

We also teach how to research and implement techniques for maintaining health and wellbeing of self and others.

Learning objectives

Participants will be able to:

- manage work goal development, from documenting team member responsibilities and identifying roles, to facilitating and assessing activities
- facilitate achievement of work priorities, using technology to manage work priorities of the team
- present and negotiate persuasively, using a range of communication styles and negotiation skills
- document own development needs, priorities and plans using applicable competency standards
- participate in personal and professional development activities that address identified needs, priorities and plans.

Operational Change

Duration: 2 days

Location: Online, delivered live

Units:

BSBOPS502 Manage business operational plans

BSBPMG430 Undertake project work

PSPGEN095 Facilitate change

Operational plans are at the heart of a business' operations and this cluster teaches you to not only manage such plans, but also facilitate wide-spread organisational change.

There are three key areas we focus on, including the strategic development and management of an operational plan, planning and acquiring the resources to implement it at a high level, and monitoring operational performance.

We also look at planning for the introduction of change, dealing with emerging challenges and opportunities and handling ambiguity in the change process.

Learning objectives

Participants will be able to:

- establish an operational plan, manage resource acquisition and monitor and review performance
- manage project parameters, reviewing the final project outcomes against project scope and plans
- develop and maintain professional networks and relationships
- identify ambiguity in the change process and communicate the need to work with issues that cannot be resolved immediately to others
- anticipate and facilitate information needs of all stakeholders as part of change management.

Emotional Intelligence [2.0]

Duration: 1 day

Location: Online, delivered live

Units:

BSBPEF502 Develop and use emotional intelligence

Emotional intelligence (EI) is a tool to increase self-awareness, self-management, social awareness and relationship management in the workplace.

People with EI can identify the impact of their own emotions on others in the workplace, recognise the emotional strengths and weaknesses of others, promote the development of EI in others, and use EI to maximise team outcomes.

We look at developing EI as a means to lead effective workplace relationships and the team.

Learning objectives

Participants will be able to:

- identify and analyse potential emotional stressors in the workplace
- successfully apply techniques that indicate flexibility and adaptability when dealing with others in the workplace, including showing consideration for others when making workplace decisions
- coach their team members to understand themselves better through the development of their own emotional intelligence, allowing for the expression of thoughts and feelings in the workplace.

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Cluster overview

Innovation and Critical Thinking

Duration: 2 days

Location: Online, delivered live

Units:

BSBSTR501 Establish innovative work environments

BSBCRT511 Develop critical thinking in others

Innovation and continuous improvement are central to maintaining a competitive edge and keeping team members engaged.

This cluster is focused on developing your critical thinking skills to establish an innovative environment that encourages the application of critical and creative thinking. You will monitor and improve your thinking practices whilst celebrating and encouraging innovative ideas.

Learning objectives

Participants will be able to:

- determine working conditions that allow innovative practices according to organisational policies and procedures
- collaborate with stakeholders and develop ideas for enhancing work environments
- develop processes that create a safe environment for critical and creative thinking approaches
- facilitate opportunities for team members to apply critical thinking skills to workplace problems
- facilitate formal and informal learning opportunities for addressing identified gaps
- build and support your team's ability to think critically across the board.

Lead and Manage Teams

Duration: 1 day

Location: Online, delivered live

Units:

BSBTWK502 Manage team effectiveness

BSBLDR522 Manage people performance

BSBCMM412 Lead difficult conversations

Good leaders are needed in any team. Great leaders can empower these team members to reach work goals whilst building and maintaining trust.

This cluster is focused on strengthening your ability to lead and manage teams by identifying team purpose, roles, and responsibilities according to organisational and task objectives.

Learning objectives

Participants will be able to:

- develop performance plans with expected outcomes, key performance indicators (KPIs) and goals for the work team
- have the knowledge to support teams in identifying and resolving work performance problems
- develop work plans and allocate work according to organisational requirements and operational plans
- provide informal feedback and coaching to staff and also conduct formal structured feedback sessions as necessary and according to organisational policy
- develop and monitor performance processes, and identify areas of under-performance
- reinforce excellence in performance through recognition and continuous feedback.

Relationships and Effective Communication

Duration: 1 day

Location: Online, delivered live

Units:

BSBLDR523 Lead and manage effective workplace relationships

BSBCMM511 Communicate with influence

Truly effective communication is a 360-degree process. These units teach participants how to manage professional relationships via effective communication.

We explore how to clarify, question, explore, gain context, and collect and analyse information and ideas, so that when the time comes to communicate, you're in a position to be a factual, inspirational and collaborative leader.

We also teach how to develop trust, maintain networks and relationships, and manage difficult situations into positive outcomes. Once you have the big picture, you can communicate and lead powerfully.




Learning objectives

Participants will be able to:

- identify required processes for workplace collaboration according to organisational policies and procedures
- determine tone, structure, style of communication and presentation according to target audiences
- develop professional communication skills, including the ability to participate in and lead meetings
- identify communication requirements and learn to negotiate with stakeholders to achieve an agreed outcome
- develop a culture wherein improvements to leadership style are continuously evaluated.



Contact us

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