



Stronger Teams, Better Leaders

NDA TRAINING TASMANIA

RTO Provider : 60034

Course Cost - \$395

Duration – 1 Day

Locations

- Hobart
- Launceston
- Ulverstone

Course Dates

Course dates can be found on the training calendar on the NDA website. If you can't find a suitable date, email: bookings@nda.com.au

Private Training

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA premises.

Please contact us for further information and to be provided with a quote.

More Information

Phone: 03 6334 4910

Email: bookings@nda.com.au

Web: www.nda.com.au

BOOK

ENQUIRE

WEBSITE

Unit Code/s*:

BSBLDR413 – Lead Effective Workplace Relationships

BSBLDR414 – Lead Team Effectiveness

Course Objectives

This course covers the skills, knowledge and outcomes required to build effective workplace relationships and lead teams to achieve agreed objectives. It includes developing trust, respect and confidence in professional interactions, consulting and communicating with diverse team members, providing constructive feedback, resolving conflict, and modelling ethical leadership behaviours.

Learning Outcomes

Build Effective Workplace Relationships

- Monitoring and Support Team Performance
- Managing Conflict Constructively
- Problem-Solving Techniques and Decision-Making
- Managing Performance and Difficult Behaviours
- Applying Teamwork Models to Real Workplace Issues

Lead a Cohesive and Accountable Team

- Consultation and Participation Strategies
- Encouraging Accountability and Responsibility
- Team Cohesion and Group Dynamics
- Providing Feedback and Recognition
- Modelling Workplace Behaviours and Ethics

Manage Team Performance and Resolve Issues

- Monitoring and Support Team Performance
- Managing Conflict Constructively
- Problem-Solving Techniques and Decision-Making
- Managing Performance and Difficult Behaviours
- Applying Teamwork Models to Real Workplace Issues

Communicate with Management and Drive Improvement

- Liaising and Communicating with Management
- Escalation Processes and Reporting Issues
- Seeking and Analysing Feedback
- Continuous Improvement Strategies
- Legislation and Organisational Policies
- Using Artificial Intelligence (AI)

Optional Assessment - \$195 per unit

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.