



BSB50420

Diploma of Leadership & Management

About this course

Build your understanding of key management skills, including leading teams, managing business risk and using emotional intelligence. By the end of this course, you'll have the skills you need to work as a Team Leader, Supervisor or Manager. If you're looking to advance your management career, or for a pathway to a Bachelor of Business, this could be a good course for you.

What will I learn?

- Learn how to communicate with influence and emotional intelligence
- Discover approaches you can use continually improve the performance of your work team
- Build your ability to identify business risks and plan actions to manage them
- Be equipped to review the performance of your team members and have constructive performance discussions
- Learn how to develop operational plans and monitor their implementation
- Discover how to run effective business meetings that are organised, efficient and lead to real business outcomes
- Build your skills in managing workforces, including recruiting, redeploying and training staff

Career Opportunities

- Supervisor
- Frontline Manager
- Middle Manager
- Business Operators Manager

What are the entry requirements

International students:

- Have completed Australian Year 12 or equivalent
- IELTS 6.0 English language equivalence if a non-native English speaker
- Be at least 18 years of age
- Have technological literacy (ability to use and access a computer with word processing applications)

Course Overview



Qualification
Diploma



CRICOS code
104261C



Study mode
Blended learning



Duration
52



Units
12 Units of Competency

Course Units

Unit code	Unit name	What you'll learn
BSBLDR523	Lead and manage effective workplace relationships	In this unit, you'll explore ways you can effectively communicate information to your team. You'll learn how to consult with your team members on work issues and support your team to achieve their work goals. You'll also discover how you can play a leading role in overcoming work conflicts, including by providing guidance and support to your team members.
BSBPEF502	Develop and use emotional intelligence	Build your ability to improve your own emotional intelligence, including your ability to recognise other people's emotions and respond with empathy. In this unit, you'll explore how you can recognise and manage your own emotions at work. You'll also develop your skills in being adaptable when interacting with others and considering the emotions of others when making decisions.
BSBHRM524	Coordinate workforce plan implementation	Grow your understanding of workforce planning; that is, the approaches businesses take to help ensure they have the right staff with the right skills. In this unit, you'll build your ability to analyse employee trends, such as changing employee attitudes towards AI and remote work. You'll also learn how to plan and implement initiatives to support a workforce plan.
BSBTWK502	Manage team effectiveness	Build important skills in leading teams and communicating information from senior management. Learn how to prepare a team performance plan that sets team goals, roles, responsibilities and expected outcomes. Then motivate a team to implement this plan.
BSBSTR502	Facilitate continuous improvement	Discover how you can lead a team to regularly identify areas of improvement and take action to address them. Build your skills in encouraging team members to share their ideas and participate in decision-making processes. Also develop your ability to monitor team progress and coach team members on continuous improvement.
BSBOPS504	Manage business risk	In this unit, you'll grow your understanding of a range of different kinds of business risks that organisations can face, from financial risks to risks that can impact a company's reputation. Learn how to identify risks, assess their likelihood, evaluate their consequences and form plans to effectively manage these risks.

Course Units

Unit code	Unit name	What you'll learn
BSBCMM511	Communicate with influence	Discover how to communicate as a manager or supervisor in ways that engage others and captures their attention. Explore a range of techniques you can use to negotiate persuasively, confidently lead meetings and make persuasive presentations.
BSBOPS502	Manage business operational plans	In this unit, you'll learn how to develop operational plans and lead teams on implementing them. You'll build your skills in planning required human, financial, physical and digital resources. You'll also discover how you can assess an operational plan's impact on a business's profit and productivity.
BSBLDR522	Manage people performance	Develop your skills in monitoring and evaluating the performance of your team members. Learn how to develop work plans that clearly allocate work to team members. Also build your ability to undertake key performance management processes, such as conducting performance reviews and preparing performance improvement plans to address under-performance.
BSBTWK503	Manage meetings	Gain valuable insights into how you can run more engaging and productive meetings as a manager. Discover how to prepare meeting agendas, chair meetings and encourage the discussion and solving of problems raised during meetings. Also build your skills in editing meeting minutes and sharing them with others.
BSBPEF501	Manage personal and professional development	Discover how you can manage the work priorities and development of a team. Learn how to guide your team members to develop their own work goals, plans and activities. Also build your ability to contribute to your team's wellbeing and facilitate access to personal and professional development opportunities.
BSBCRT511	Develop critical thinking in others	Develop your skills in enhancing critical and creative thinking skills in others. In this unit, you'll explore a range of critical and creative thinking concepts and approaches. Then build your ability to monitor team skill development and facilitate learning opportunities for others.