

# Frontline Leader Foundations

BSBLDR501 – Develop and use emotional intelligence

BSBMGT401 – Show leadership in the workplace



BROADSPECTRUM



Broadspectrum Training Services Pty Ltd is a Registered Training Organisation (RTO Code: 31843), specialising in the delivery of nationally recognised training and assessment services

## Are you interested?

For further information about this program, please contact:

## Broadspectrum Training Services

**P:** 07 4631 0233

**E:** rto@broadspectrum.com

**A:** 371 Taylor Street  
Toowoomba QLD 4350

## ABOUT THIS QUALIFICATION

This course is designed to assist new frontline leaders to transition into their role. It does this by supporting you to learn the skills and knowledge necessary to understand own leadership approach, analyse the needs of people in your team, and create an environment that promotes high-performance to meet organisational expectations. In this course we will cover;

- Role Expectations
- Self-Awareness
- Self-Management
- Basic leadership concepts
- Analysis of team/client needs
- Building relationships
- Motivation and Goal Setting
- Coaching your team to perform

The course presents participants with a range of individual and group activities to build knowledge and awareness in these areas.

## DELIVERY METHOD

Management and leadership skills are mastered through practical experience, coaching and continuous learning. New supervisors must be ready to learn and have a desire to implement what is learnt in the workplace by working closely with their managers. The delivery method for this course is designed to support this and includes:

1. Pre-assessment and pre-work to gauge current skill level.
2. Foundational face-to-face formal learning in key concepts within a supportive environment.
3. Workplace learning activities to practice and implement skills in practical settings.
4. Mentoring/coaching by experienced managers to guide application of skills.
5. Formal assessment to measure effectiveness and competency.

## ASSESSMENT

Students will be assessed to confirm their competence and ability to utilise these skills using a combination of knowledge-based and practical activities. Workplace assessments involve projects in support of:

- Leadership and team motivation.
- Creating a performance oriented environment.
- Performance planning and management.
- Developing teams in support of operational goals.
- Innovating and presenting ideas and solutions to problems.

As these skills underpin all frontline Leader activities, participants can expect to be continually assessed against them in all future frontline supervisor modules.

Access to a computer and internet connection is required to view and submit workplace assessments.

## COURSE OUTCOME

On successful completion of training and assessment, participants will be awarded nationally recognised outcomes drawn from Leadership and Management qualifications in the Business Services training package:

- BSBLDR501 Develop and use emotional intelligence
- BSBMGT401 Show leadership in the workplace

## DURATION AND COMPLETION

Students have a period of 3 months from the date of enrolment to complete the requirements.

Knowledge  
Skills  
Development