



Management Skills Development

Ideal for supervisors, new and experienced managers with operational responsibility who want to develop key management skills to assist them in their role, and enhance their promotion prospects. The course addresses the core areas of goal setting and planning, team building, health and safety, customer service, project management and quality improvement.

Designed for

Supervisors and managers with operational responsibility.

Course outcomes & benefits

This course will provide you with practical strategies, tools and techniques that can be readily applied across a broad spectrum of management work. Exercises, discussions and assessments are based on real work situations, so you can immediately apply your knowledge in the workplace and improve your effectiveness as a manager.

Course content

- Leadership skills
- Goal setting and planning
- Developing effective teams
- Professional development
- Performance management
- Customer service
- Quality improvement
- Ensuring a safe workplace
- Managing projects

Duration & course dates

9 days 18, 19, 20 March; 02, 09, 23, 24 April; 07, 08 May
 02, 03, 04, 18 Sept; 02, 22, 23 Oct; 05, 06 Nov

Investment

\$3,720

Assessment

This course aligns to BSB40807 Certificate IV in Frontline Management and BSB51107 Diploma of Management.

The course is delivered at Diploma level and participants may choose to be assessed at Certificate IV or Diploma level depending on the level of their skills, knowledge and experience.

Location

UNSW Global, 12-22 Rothschild Avenue, Rosebery, NSW 2018

Program codes: Certificate IV - BSB40807; Diploma - BSB51107

LEARN4LIFE

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