

Cert IV in Business (Frontline Management) BSB40807

The following units have been selected as a guide to the most useful units for most participants.

SESSION	MODULE	SESSION TOPICS
1	BSBWOR401A Establish effective workplace relationships	USING PERSONAL STYLES FOR EFFECTIVENESS Personality and Thinking Styles Understanding Communication and Leadership Styles Developing Trust and Confidence through networking Conflict resolution and Assertiveness
2	BSBMGT402A (core) Implement operational plan	PLANNING STRATEGICALLY FOR ACHIEVEMENT Strategic Planning Vision and Mission Performance Targets Operational plans
3	BSBWOR402A (core) Promote team effectiveness	BUILDING AND TRAINING TEAMS FOR SUCCESS Structure and Stages of Teams Using the Strengths and Synergy of Teams Team operations and communication Basics of Training Others
4	BSBWOR404A Develop work priorities	ORGANISING PRIORITIES FOR EFFICIENCY Goal Setting and Priorities Practical Time Management Meetings and Organisation Tools Professional development
5	BSBOHS407A (core) Monitor a safe workplace	SECURING THE WORK ENVIRONMENT FOR SAFETY Workplace Safety and Responsibility Policies, Procedures, Training and Records Identifying Workplace Hazards Removing Workplace Hazards
6	BSBINM401A Implement workplace information system	ACCESSING INFORMATION FOR ACCURACY Prepare business plans Access workplace information systems Use desktop information systems Research using the Internet
7	BSBMGT403A Implement continuous improvement	MONITORING PERFORMANCE FOR IMPROVEMENT Meeting Performance Targets Performance Assessment Cycle Monitoring Performance Review, Evaluation and Feedback
8	BSBMGT401A (core) Show leadership in the workplace	MENTORING AND COACHING FOR PRODUCTIVITY How to Lead People-Mentoring How to Manage People-Coaching How to Delegate for Productivity Promoting learning and development
9	BSBCUS401A Coordinate implementation of customer service strategies	IMPLEMENT STRATEGIES FOR CLIENT SATISFACTION Customer Service Expectations Effectively using the Telephone and Email Resolving customer difficulties Customer Surveys and Marketing
10	BSBINN301A Promote innovation in a team environment	RESPONDING TO CHANGE FOR OPPORTUNITY Business requirement of change Responding to Change Using the Opportunities of Change Managing the Stress of Change