

## Presentation Instructions

Who is this presentation for?

The trainer and learners.

What is in this Presentation?

- Course information that matches the Learner Guide content.
- Review questions and model answers.
- Slides contain summarised content, with full notes and information for the trainer, visible when the slide show is shown in "Presenter View" (see instructions on next slide).
- Use this presentation to support and reinforce the training information from the Learner Guide.

What do you need to do before you use it for the first time?

1. Rebrand the presentation.
2. Review the presentation as part of your validation process.

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## Instructions for Viewing in Presenter View

**NOTE:** This view is only applicable when the computer is connected to a second screen or a data projector.

Once the second screen/projector is connected make sure that the "Use Presenter View" box is ticked.

This is found in the "SLIDE SHOW" tab as shown below.



**BSBDR411**  
**DEMONSTRATE LEADERSHIP IN**  
**THE WORKPLACE**



**TRAINING**  
**PRESENTATION**

**Evaluation**

## Training Presentation Sections

Click on a box to go to that section.



Section 1: Prepare to Demonstrate Leadership



Section 2: Align Behaviour with Organisational Behaviour



Section 3: Model Leadership Behaviour

**BSBDRAT**

Section 1:  
Prepare to Demonstrate  
Leadership



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## 1.1 Introduction

This training course is based on the national unit of competency **BSBLDR411 Demonstrate Leadership in the Workplace**.

This unit applies to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others and providing the first level of leadership within the organisation.



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## 1.1 Introduction

This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.



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### 1.1.1 Management in the Workplace

Stepping up to management can be exciting but daunting. In a workplace, a manager influences, guides and motivates people to achieve organisational goals and expectations. Goals typically relate to organisational targets such as profitability and productivity. Expectations typically relate to values and standards of the organisation such as acting with integrity.



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### 1.1.1 Management in the Workplace

All managers are responsible for the progress and performance of the people who report to them. In mid and large sized organisations, management is commonly split into tiers. Front-line managers in an organisation are typically in charge of the workers who provide products and services to customers. They are closest to the organisation's core business and therefore play a very important role.



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### **1.1.1 Management in the Workplace**

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**Executives and Senior Managers**

**Mid-level Managers, such as Heads of Departments**

**Front-line Managers, such as Supervisors and Team Leaders**

### 1.1.1 Management in the Workplace

**Executives** and **Senior Managers** are responsible for the overall performance of the business and for strategic planning.

**Mid-level Managers** are usually in charge of a major function or department of an organisation, such as Finance or Sales.

**Front-line Managers** are in charge of the day-to-day activities of the business. They lead work teams at the front line, where the business deals directly with its clients and customers.

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## 1.1.2 A Manager's Roles

A manager typically wears many 'hats' as part of fulfilling their responsibilities. Typical roles of a manager are shown in the following table:

Role
Supervisor
Strategist
Organiser
Communicator
Coach
Leader

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### Role and Requirement

#### Supervisor

- ◆ Overseeing the team's activities and managing its performance to keep both individuals and the team as a whole, focused, and on track.

#### Strategist

- ◆ Working out how to achieve goals.
- ◆ Developing plans for the team to achieve them.
- ◆ Assigning roles to individuals within the team to bring plans to fruition.

#### Organiser

- ◆ Making sure the team has the resources it needs to do the work, which can include ordering stock, rostering staff and completing budgets and

other reports.

### **Communicator**

- ◆ Providing information.
- ◆ Encouraging team members to participate in discussions and decisions.
- ◆ Providing feedback and listening to and responding to feedback.

### **Coach**

- ◆ Developing the team's strength by training, coaching and mentoring team members.
- ◆ Getting people to rise above individual agendas to work together.

### **Leader**

- ◆ Providing the team with a consistent role model of professional behaviour, such as honesty, politeness and fairness.
- ◆ Guiding and motivating the team to fulfil its potential.
- ◆ Dealing with any conflict in the ranks.

## 1.1.2 A Manager's Roles

These roles frequently overlap. For example, being a supervisor and communicator both involve discussing plans with the team and giving instructions. Being a coach and a leader both include motivating the team and demonstrating expected standards of behaviour.



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Other responsibilities of a manager can include:

- ◆ Encouraging teams and individuals to develop innovative approaches to their work.
- ◆ Seeking information from the wider business environment and sharing it with the team.
- ◆ Implementing change and helping team members adapt to new situations.
- ◆ Representing the team in dealings with stakeholders such as senior management, government officials, unions, other businesses and community groups.



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### 1.1.3 Managing Performance

As a front-line leader, you will be responsible for managing your team's performance. Your success will depend on how well you understand your organisation's goals and values, and how much you are committed to the goals and values yourself.

Performance management includes setting goals, planning and monitoring performance, and providing training and coaching to team members. Individual and team goals should be derived from and closely aligned to the goals and values of the organisation.



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### 1.1.3 Managing Performance

In most organisations there is scope for you, as team leader, to plan performance in consultation with your team in the following key areas:

- ◆ What the team is going to achieve – its key targets and deliverables.
- ◆ How the team is going to achieve it – the strategies it will use, the rules it will follow.
- ◆ The resources the team requires – such as time, money, equipment, skills and knowledge.



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When you include the team's input, you create a stronger foundation for performance planning, including discussion, review and honest assessment of the team's performance.



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## Section 1 Review Questions

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Front-line managers.



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