

Locher Human Resources Public Program CERTIFICATE IV IN FRONTLINE MANAGEMENT (BSB40807)

Building Leadership Capability
July 2011 – July 2012

	Leading Self & Others	Impacting Strategy & Business Outcomes	
Workshops (incorporating learning resources, activities, guest speakers and assessment Resources to Promote Transfer of Learning (Reflection Journal and Workplace Verification documents))	Program Launch (1 hour) Invite to all program stakeholders including the line manager of participants		
	*Show Leadership in the Workplace (1 day – following Program Launch) Performance plans, KPI/KRA, mission, vision and values, benchmarking	Manage Projects (1 day) Project management process and documentation relevant to the bank	
	Hogan Debrief Session (half day) Develop Work Priorities (half day) SMART Goals, Kolb's learning styles, prioritising and scheduling tasks	Implement Continuous Improvement (1 day) LEAN, PDCA cycle, problem solving tools	
	*Promote Team Effectiveness (1 day) Team SWOT analysis, providing feedback, conflict resolution, team communication	*Implement Operational Plan (1 day) Operational and strategic plans, developing a team plan, recruitment and induction strategies, monitoring performance	
	Establish Effective Workplace Relationships (1 day) Effective communication and consulting, developing trust and confidence, networking, managing conflict	Coordinate Implementation of Customer Service Strategies (1 day) Customer Service Charters, CRM, consulting and customer feedback processes	
	Develop Teams & Individuals (1 day) Identifying development needs, establishing learning plans, developing others, monitoring and evaluating improvements	*Monitor a Safe Workplace (online self-paced unit) Leading a safety culture, identifying and assisting in the resolution of OHS issues, hazards and risks within the work environment	
	One Hour - Personal Coaching Session Personal coaching session provided by a Locher Coach to assist in identifying opportunities to transfer and embed learning back into the workplace based on learning to date and assist with any further development needs.	One Hour - Personal Coaching Session Personal coaching session provided by a Locher Coach to assist in identifying opportunities to transfer and embed learning back into the workplace based on learning to date and assist with any further development needs.	
	Action Learning Projects	Leadership Impact Project & Presentation (0.5 day – 1 day) <ul style="list-style-type: none"> Self awareness and personal leadership presentation Using personal Hogan Assessment feedback and personal development plan 	Strategic Impact Project & Presentation (1 day) <ul style="list-style-type: none"> Workplace Business Improvement Project and presentation Presentation delivered to key program stakeholders including participant's manager
		Graduation Ceremony and Celebration <ul style="list-style-type: none"> Following the completion of the program, successful participants are invited to attend the graduation ceremony to receive their parchment and celebrate their achievement. 	