



**“THE SKILLS YOU  
LEARN WILL SUPPORT  
YOU IN DEVELOPING  
YOUR CAREER AND  
ENHANCING YOUR  
RESULTS.”**

Leading Learning Linking

∴ **IGNITE**

**A LEADERSHIP LEARNING PATH FOR  
NEW SUPERVISORS, TEAM LEADERS AND  
COORDINATORS IN LOCAL GOVERNMENT**

PROGRAM COMMENCING  
**TUESDAY 26 MARCH 2019**  
REGISTRATIONS CLOSE  
**FRIDAY 8 MARCH 2019**



**“YOU WILL  
GAIN SKILLS TO  
LEAD YOUR TEAM,  
AND PRIORITISE  
WORKLOADS.”**

## PROGRAM SESSION DATES

26 March 2019

16 April 2019

7 May 2019

28 May 2019

18 June 2019

9 July 2019

30 July 2019

20 August 2019

10 September 2019

1 October 2019

22 October 2019

12 November 2019

## KEY BENEFITS

- ✓ Explore the many challenges faced by team leaders, supervisors and coordinators in local government
- ✓ Improve critical interpersonal skills for engaging and leading people
- ✓ Acquire key skills for managing the performance of teams

## THE LG PROFESSIONALS, SA IGNITE PROGRAM IS A LEADERSHIP LEARNING PATH FOR SUPERVISORS, TEAM LEADERS AND COORDINATORS IN LOCAL GOVERNMENT ACROSS SOUTH AUSTRALIA.

As a new leader with limited experience managing and leading people, this program focuses on enabling you to develop the competencies required to be successful in your role.

While leaders are often technically competent, many have had limited opportunity to develop new, or extend the existing, critical skills needed for leading and managing people. The importance of developing these qualities for people in these roles is critical and cannot be underestimated.

## PARTICIPANT PROFILE

The program is designed specifically for those working within local government across South Australia. The typical program participant will be in, or is to be appointed to, an entry-level supervisory, team leader or coordinator role.

# IGNITE

Ignite spans 12 program days, delivered over 9 months. Upon successful completion of the program, you will receive full accreditation of Certificate IV in Leadership and Management.

## Unit 1: 26 March 2019

### Lead Effective Workplace Relationships (BSBLDR402)

The role of the manager is critical in the development and maintenance of positive working relationships. A cohesive team contributes to successful business outcomes.

*In this unit the participant will develop the skills and knowledge to:*

- consult with others and develop strategies to improve teamwork
- engender trust and confidence within the team
- use networks to build relationships and benefit the team and organisation
- effectively resolve work difficulties to create positive outcomes.

## Unit 2: 16 April 2019

### Communicate Effectively as a Workplace Leader (BSBLDR401)

A cohesive team supported and engaged by clear communication contributes to successful business outcomes.

*This unit will cover:*

- The different opportunities for communication as a leader.
- The power of effective listening.
- Feedback as a vital leadership tool.

## Unit 3: 7 May 2019

### Show Leadership in the Workplace (BSBMGT401)

Leadership can be demonstrated in many ways. This unit explores how leaders influence their team through modelling high standards of behaviour and performance.

*In this unit the participant will develop the skills and knowledge to:*

- role model leadership that reflects the council's values
- work with performance plans and KPIs
- protect and build the council's image
- lead decision making processes.

## Unit 4: 28 May 2019

### Lead Team Effectiveness (BSLDR403)

Shared leadership is a feature of highly functioning workplaces where people at all levels of the organisation demonstrate effective leadership skills. These skills enable more to be achieved through teamwork in a shorter timeframe and at a higher quality if the team works well together. Effective teamwork can improve job satisfaction, productivity, innovation and efficiency.

*This unit covers:*

- How to work effectively with teams and individuals.
- How to develop team plans to meet expected outcomes.
- Using strategies and skills to develop a strong and cohesive team.
- Leading the work team.
- Working with management.

## Unit 5: 18 June 2019

### Implement Operational Plan (BSBMGT402)

Managers are pivotal to the successful implementation of the organisation's plan to achieve its goals and objectives.

*In this unit the participant will work with scenarios to:*

- analyse and assess plan requirements
- access and allocate resources
- work with a team to monitor the implementation
- take action to rectify identified shortfalls.

## Unit 6: 9 July 2019

### Make a Presentation (BSBCMM401)

Effective leadership and management requires the ability to develop and deliver presentations within an organisation for a range of purposes.

*In this unit the participant will develop the knowledge and skills to:*

- prepare presentations utilising appropriate formats, strategies, materials and resources
- deliver a presentation to achieve its intended outcomes
- monitor and evaluate the effectiveness of the presentation
- use a variety of techniques to review the effectiveness of the presentation.

## Unit 7: 30 July 2019

### Lead a Diverse Workforce (BSBLDR404)

Recognising and leveraging workplace diversity has become increasingly important in workplaces.

*In this unit the participant will develop the knowledge and skills to:*

- identify opportunities to maximise the benefits of diversity
- incorporate diversity into work plans and operations
- communicate effectively with a diverse workforce
- provide diversity support.

## Unit 8: 20 August 2019

### Identify Risk and Apply Risk Management Processes (SBSRSK401)

Some risks that are thought to be unknown are not unknown. Armed with the right set of tools, procedures, knowledge and insight, light can be shed on variables that lead to risk, allowing us to manage them.

*In this unit the participant will develop the knowledge and skills to:*

- analyse and evaluate risks
- establish risk management processes
- monitor and review effectiveness of risk treatment/s.

## Unit 9: 10 September 2019

### Conduct Work Within a Compliance Framework (BSBCOM406)

Working in local government requires people to identify statutory, legislative and regulatory requirements and relate them to individual work practices to ensure ongoing adherence to the compliance framework.

*In this unit the participant will develop the knowledge and skills to:*

- identify and interpret individual compliance requirements
- ensure individual compliance
- identify and adapt to changes in compliance requirements.

## Unit 10: 1 October 2019

### Implement Continuous Improvement (BSBMGT403)

The need for effective processes that facilitate continuous improvement is a management imperative for organisations to positively respond to change.

*In this unit the participant will develop the knowledge and skills to:*

- work with individuals and teams to facilitate continuous improvement
- use a range of improvement systems and processes
- monitor and review the effectiveness of improvements.

## Unit 11: 22 October 2019

### Develop Teams and Individuals (SBSLED401)

Leaders play a key role in the development of individuals and teams to enable teams to meet their objectives.

*In this unit the participant will develop the knowledge and skills to:*

- identify and implement learning opportunities for others
- give and receive feedback from team members to encourage participation
- create learning plans to match skill needs
- apply knowledge of learning approaches and activities within and external to the workplace
- monitor and evaluate learning outcomes
- document training.

## Unit 12: 12 November 2019

### Implement Customer Service Standards (BSBCUS403)

Ensuring that customer service systems and standards are implemented are critical to a team's effectiveness and success.

*In this unit the participant will develop the knowledge and skills to:*

- contribute to quality customer service standards
- implement customer service systems
- implement team customer service standards.

## PROGRAM INVESTMENT

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**Member: \$4,300\***

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**Non member: \$4,700\***

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**Ignite Light Participants: \$2,740\***

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\*Prices inclusive of GST

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## ABOUT LG PROFESSIONALS, SA

Local Government Professionals Australia, SA is a not-for-profit member based association representing professionals working in local government in South Australia. Our programs are developed by the sector for the sector.

All proceeds from our programs are directly reinvested to further develop the local government sector through continued support of professional networks, events and learning and development initiatives for local government professionals

## WHO CAN ATTEND ?

This program is open to registrations from LG Professionals, SA members, council employees and employees of regional subsidiaries.

## REGISTRATION

Registrations can be made online at [www.lgprofessionalssa.org.au](http://www.lgprofessionalssa.org.au)

## CANCELLATIONS

Whilst Local Government Professionals Australia, SA is sympathetic to the inevitability of changing circumstances, each cancelled registration incurs a cost. It is for this reason that the following section of our cancellation policy applies to all Learning & Development programs:

Cancellations received more than 7 weeks prior to commencement – 100% refund. Those received between 7 and 4 weeks prior to commencement – 50% refund. Cancellations received within 4 weeks of commencement – no refund.

### Note:

- ✓ In all cases substitutions are a welcome alternative. In this instance, no fees will be charged but LG Professionals, SA must still be notified of the substitution as soon as practical.
- ✓ In the event of extenuating circumstances, requests for waiver of cancellation fees MUST be made in writing to the CEO and will be honoured only if they have been confirmed in writing by the CEO.

## PROGRAM FACILITATORS

**Co facilitators:** ASC Training and Development

## MORE INFORMATION

Please direct all program queries to **Kate Staples, Manager Professional Development and Networks** at [kate@lgprofessionalssa.org.au](mailto:kate@lgprofessionalssa.org.au) or (08) 8291 7996.



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