



NDA

TRAINING TASMANIA

nurture - develop - achieve

Leading Positive Workplace Relations

Course Cost

\$ 395

Duration

1 Day

Locations

- Hobart
- Launceston
- Ulverstone

Course Dates

Course dates can be found on the training calendar on the NDA website:

www.nda.com.au

If there are no dates listed, please email:

bookings@nda.com.au

to express interest in the course.

More Information

For more information on any of our courses or services please email:

bookings@nda.com.au

or visit the NDA website at:

www.nda.com.au

National Competency Standard

BSBLDR413 – Lead effective workplace relationships (with post-course work)

BSBLDR523 – Lead and manage effective workplace relationships (with post-course work)

Prerequisites

There are no pre-requisites for this course.

Course Objectives

This course defines skills, knowledge and outcomes required to lead and manage effective workplace relationships. It includes motivating, mentoring, coaching and developing the team. It also includes establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity.

Learning Outcomes

- Understand how to effectively communicate ideas and share information
- Understand the principles to develop trust and build confidence in your own abilities
- How to further develop networks and build relationships with internal and external stakeholders
- How to develop strategies to achieve more positive outcomes, including conflict resolution, guidance, counselling and support

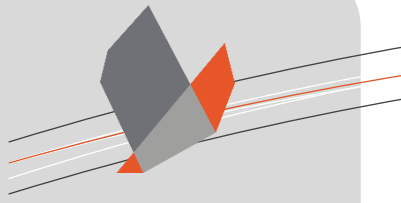
Optional Assessment

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.

PER UNIT FEE: \$195



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Building Relationships Course Content

RTO Provider:60034

NDA Launceston

Level 1, 65 St John Street
Launceston TAS 7250
03 6334 4910

NDA Hobart

Level 3, 110 Collins Street
Hobart TAS 7000
03 6224 2660

NDA North West

4B, 21 Alexandra Road
Ulverstone TAS 7315
03 6423 4547

Private Training

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA.

Please contact us for further information and to be provided with a quote.

Manage ideas and information

- Communicate and share information
- Develop and lead consultation processes
- Develop and/or implement processes for resolving issues

Develop trust and confidence

- Cultural diversity and ethical values policies
- Gain and maintain the trust and confidence of stakeholders
- Adjust interpersonal communication styles
- Manage and develop networks and relationships
- Building workplace relationship networks
- Ongoing planning to develop and maintain workplace relationships

Manage difficulties to achieve positive outcomes

- Strategies to identify and resolve difficulties
- Identify and manage conflict constructively
- Guidance, counselling and support
- Develop and implement an action plan to address identified difficulties