

BSBMGT401A: Show leadership in the workplace

Description

This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within their routine and non routine methods and procedures which require the exercise of some discretion and judgement. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Element	Performance criteria
1. Model high standards of management performance and behaviour	1.1 Ensure management performance and behaviour meets the organisation’s requirements 1.2 Ensure management performance and behaviour serves as a positive role model for others 1.3 Develop and implement performance plans in accordance with organisation’s goals and objectives 1.4 Establish and use key performance indicators to meet organisation’s goals and objectives
2. Enhance organisation’s image	2.1 Use organisation’s standards and values in conducting business 2.2 Question, through established communication channels, standards and values considered to be damaging to the organisation 2.3 Ensure personal performance contributes to developing an organisation which has integrity and credibility
3. Make informed decisions	3.1 Gather and organise information relevant to the issue/s under consideration 3.2 Facilitate individuals and teams active participation in decision making processes 3.3 Examine options and assess associated risks to determine preferred course/s of action 3.4 Ensure decisions are timely and communicate them clearly to individuals and teams 3.5 Prepare plans to implement decisions and ensure they are agreed by relevant individual and teams 3.6 Use feedback processes effectively to monitor the implementation and impact of decisions

Skills and Knowledge

Required skills

- Communication and presentation skills to represent the organisation, to explain its work to others and to model professionalism
- Decision making skills to demonstrate good judgement and follow through.

Required knowledge

- Basic theory of group behaviour
- Leadership styles and concepts.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Articulation of organisational values and expectations of behaviour
- Instances where leadership and decision making have been demonstrated and which have led to positive changes in the workplace
- Knowledge of leadership styles and concepts.