



FIRST LINE MANAGEMENT

Managing work flows and teams to achieve organisational goals.



AT A GLANCE



New Zealand Certificate in Business (First Line Management)



Level **4**



6 months **4** workshops



At your place, ours or online

STRONG LEADERSHIP ALONGSIDE PROCESS IMPROVEMENT

The New Zealand Certificate in Business (First Line Management) (Level 4) BMINZ Programme bases the course around a company improvement project that your supervisor/leader can put in place in their team. This means that at the end of the programme our participants have improved in some tangible way how your business runs.

When you have people that can lead and manage a team smoothly the benefits that result from this include:

- › Improved productivity and improved processes
- › Staff retention
- › Increased team morale
- › Reduced conflict within the workplace, and with clients
- › Improved people performance
- › A culture of innovation and improvement.

KEY OUTCOMES

Your people who complete this programme will be able to:

- › Contribute to the organisation's objectives.
- › Manage work flows in an operational context to achieve team objectives.
- › Motivate and involve team members in achieving objectives.
- › Develop and manage relationships with team members and stakeholders.
- › Manage relationships within a team to sustain a productive workplace environment.
- › Promote an inclusive environment to value diversity for positive performance.
- › Manage self effectively to contribute to the performance of the business.
- › Demonstrate professional and ethical leadership behaviour in a socially and culturally appropriate manner.

- **Effective Leadership:** The programme focusses on identifying leadership skills – leading to greater professional and personal development.
- **Business Communications:** The BMINZ programme expands the ability to engage and communicate confidently.
- **Immediate Returns:** the BMINZ programme utilises a project goal, and so concepts, strategies and leadership tools are applied immediately after each session.
- **Conflict Resolution:** Our programme takes challenging leadership issues and provides solutions for people to then apply immediately.
- **Performance Management:** The BMINZ programme gives your leaders the confidence to conduct their employee review process.
- **Motivation:** The BMINZ programme provides guidance our trainees on creating and maintaining a positive and productive work environment.
- **Achieving workplace goals:** The BMINZ allows immediate workplace improvement through the project goal, while giving your people the tools to develop future team plans.



ENTRY CRITERIA

To be eligible to enrol in this programme you must meet the following entry criteria.

- › Be leading a team or able to lead a team.
- › Be aged over 16 years old.
- › Be a Citizen or Resident of Australia or New Zealand.
- › Open entry. There may be availability to train through your ITO (Industry Training Organisation). BMINZ will work with you to ascertain if you are eligible for a training subsidy through your ITO.