

July - Sept 2015



Welcome to our Mid Year Edition

"Leadership is the ability to get extraordinary achievement from ordinary people."

This edition is all about leading and managing yourself and your team. With the launch of two brand new qualifications the timing is ideal for you to look at your business and team leaders and enrol them into one of these qualifications to help them formalise existing skills as well as improve in areas that may need attention. Wishing you successful trading through Winter and into Spring.

Emotional Intelligence and Leadership

"Become the kind of leader that people would follow voluntarily, even if you had no title or position."

Emotional Intelligence is the ability to identify and manage your own emotions and the emotions of others. It is generally said to include 3 skills:

1. Emotional awareness, including the ability to identify your own emotions and those of others;
2. The ability to harness emotions and apply them to tasks like thinking and problems solving;
3. The ability to manage emotions, including the ability to regulate your own emotions, and the ability to cheer up or calm down another person.

Our emotions can play a far greater role in thought, decision making and individual success than is commonly acknowledged. Emotional intelligence includes self-awareness and impulse control, persistence, zeal and motivation, empathy and social deftness. These are the qualities that mark people who excel: whose relationships flourish, who are the stars in the workplace. **Emotional intelligence can be nurtured and strengthened in all of us.**

The new Diploma of Leadership and Management covers core units such as BSBLDR501 Develop and use emotional intelligence. This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of your own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilizing emotional intelligence to maximise team outcomes.

Over the page we give you more information on this new qualification.

Welcome to Our New Clients:

- Aussea Resources
- Sydney Dental Hospital
- International Development Organisation
- Ambassadors Hotel
- Careflight Group
- Moving Joints
- Sun Sushi



focused on your retail success

Hot NEW Leadership and Management Qualifications

"Become the kind of leader that people would follow voluntarily, even if you had no title or position."

Effective leaders establish a clear direction for their organisations. They communicate a compelling vision in their writing, speaking and presenting. According to Randall Dunham and Jon Pierce's leadership process model, developed in 1989, successful leaders accurately assess a situation before taking an action to get a positive result. These leaders motivate and inspire subordinates to take action, and they enable transitions and transformations. Effective managers, on the other hand, control and direct people according to established policies and procedures. They ensure that day-to-day operations flow smoothly. Organisations need both functions to succeed.

Introducing two new qualifications that address both of these functions...

BSB42015 Certificate IV in Leadership and Management and BSB51915 Diploma of Leadership and Management are hot off the press and now available.

The Certificate IV is ideal for individuals working as developing and emerging leaders and managers across any industry. As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team.

Some key learnings that are included are communicating effectively as a workplace leader, implement operational plans, lead team effectiveness and workplace relationships.

There are a large selection of elective units covering various topics from mentoring, innovation, continuous improvement and many customer service and leadership related topics.

The Diploma is ideal for individuals who already apply knowledge, practical skills and experience in leadership and management across any industry. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others.

Some key learnings that are included are emotional intelligence, leading and managing teams and team relationships and managing operational plans.

There are a large selection of elective units covering various topics from risk, workplace safety, sustainability, managing work priorities, influential communication skills and sales management topics.



Enrol today..BSB42015 Certificate IV in Leadership and Management for \$3000 plus GST
Enrol today...BSB51915 Diploma of Leadership and Management for \$3400 plus GST

Both qualifications are available to complete via e-learning or self-paced learning using traditional workbooks. Both qualifications have 12 units to complete including 4 core and a large selection of elective units to choose from to suit your personal situation.

Upgrade options are also available if you have superseded qualifications. Contact us for more details or for an enrolment from on 1300 736 005 or info@targettraining.com.au

