

# Diploma of Management

To be a successful manager and leader in the 21st Century requires a different set of skills than those traditionally focused on. Never before have the demands been greater. Being good at "the process" is not good enough! Today, the modern manager needs to not only have an excellent grasp of the operational skills, behaviours and competencies to be able to drive performance through their teams, they also need to be creative, inspiring, motivating and have great interpersonal and people skills.

Designed for busy professionals, this program will formally recognise the skills and knowledge you already have and focus on the critical skill gaps in your management and personal leadership style through a series of 5 intensive workshop sessions & supporting webinars also supported online through a community of practice that networks participants with likeminded best of breed management practitioners.



## The Program

The program covers all the key skills required to be an effective, efficient & motivational manager including (core units):

- Manage Quality Customer Service
- Manage Budgets and Financial Plans
- Manage People Performance
- Manage Operational Plan
- Manage Personal Work Priorities and PD

As well as a selection of 3 more electives chosen from broader topics such as:

- Sales & marketing
- Project Management
- Workplace relations & effectiveness
- Human Resource Management
- Learning & Development
- Inventory & supply chain management
- Information management
- OHS

### Key Outcomes:

- Make the transition from being "**managers**" into "**leaders**"
- Tackle **performance issues** more effectively
- Confidently manage **budgets & financial performance**
- **Motivate and build** teams into high performing units
- Effectively plan and manage **staff time and workloads** & inspire staff
- Improve **communication & interpersonal skills** & handle **conflict** in an appropriate

*"Desire is the key to motivation, but it's the determination and commitment to an unrelenting pursuit of your goal - a commitment to excellence - that will enable you to attain the success you seek."*  
**Mario Andretti**

## How does it work?

This program is delivered over 5 **intensive** whole day **workshops** covering the core body of knowledge, and the critical skills as well as an **online learning program** including webinars, tutorials, group forums, case studies & workbooks.

Each participant will have their own learning plan and will be able to choose the elective units best suited to their specific needs & business requirements. We formally recognise the skills you already have (RPL) and focus on the gaps. Assessment is through a portfolio of evidence.

## Who is it designed for?

*This program is designed for managers, supervisors & team leaders who have practical experience in management and are currently in a management role.*

Management Tools, pro-formas, tips and techniques are all included in this program as is a wide range of learning aids such as DVD's, calculators, white papers, web support and online learning.

**FREE Online Coaching & support for up to 3 months after completion of the program.**

**\$595.00 Enrolment\* only or  
\$2,795.00 full rate**

Contact CAL for more information

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\*Eligibility criteria applies. Funding through Skills Vic



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