

# CLUB MANAGERS LEADERSHIP AND MANAGEMENT PROGRAM



MISSION STRATEGY  
TACTICS VISION  
GOALS OBJECTIVES

Can you demonstrate your Match Fitness when we resume our Regular Lives?  
If some clubs don't open and there is competition in our space,  
how competitive will you be? **PREPARE NOW!**

*This program and its modules are designed to provide existing or prospective club managers, with the tools to successfully lead a team of club employees who are highly effective in their performance and output. Skills gained from this Leadership and Management program will empower participants to work as a valued member of your club and as efficient organisational managers.*

#### **PROGRAM/MODULE DELIVERY**

The program modules are delivered via an interactive, online platform providing the flexibility to study and learn at times that suits participants commitments and at a pace that suits their lifestyle. Learning material is comprised of readings, links, videos, activities and assessments in a comprehensive learning experience.

**Bespoke Option** — *Individual modules can be selected, i.e. you can choose to do one, three or nine modules or complete all 12 modules, with assessment in place, to achieve **BSB51918 Diploma of Leadership and Management** qualification from Australis College - RTO 31518.*



## MODULE

## DESCRIPTIONS

### Work Prioritisation and Professional Development

Your organisational skills at work and in life in general, are the cornerstones of success. At the centre of these skills is the ability to establish goals and prioritise the tasks to achieve your goals. By establishing strong work routines, you will promote your value and have a significant impact on the work culture and patterns of behaviour of others in the work environment.

*This program will provide you with the knowledge to create systems and organise information that you will use to be effective and efficient in your work and personal life.*

In addition, you will recognise the importance and ways you can continue to develop these skills and enhance your professional reputation and standing.

### Quality Customer Service

As we all know, Customers are the lifeblood of all organisations. Your ability to develop strategies that ensure products and services are delivered to a standard that exemplifies quality and promotes the excellence of your business is paramount.

*This program will help you acknowledge the different types of customers, the range of their needs and the ways you can manage organisational systems and customer engagement techniques that gain the respect and advocacy of your customers.*

It also recognises the need for customer service individuals to exercise considerable discretion and judgement and use a range of problem-solving techniques and decision-making strategies.

### Operational Plans

Operational Plans are where the 'rubber hits the road', where the ideas and concepts that establish the desired outcomes for your business are broken down into actionable items.

*The program recognises that Operational Plans feed off the Strategic Plan of a business and your ability to develop, implement and monitor systems and processes that facilitate operational success will be fundamental to long-term business growth.*

You will embrace the concepts of working with others in the provision of efficient and effective workplace practices.

### Workplace Learning Environments

In a fiercely competitive global economy, the skills and knowledge of the workforce are an important resource. For businesses to survive and thrive, teams and individuals need first to learn and then develop these skills. Establishing a workplace climate and culture that encourages and facilitates learning, is a key component in developing business needs, now and into the future.

*This program will encourage you to support and facilitate the development of a learning environment in which work and learning come together.*

It places particular emphasis on the strategies you will use to promote learning and monitor and improve learning performance and outcomes.

### Budgeting and Financial Plans

Financial flow is the oxygen of any business, impacting virtually everything a business does. As such, it's probably the most important thing you, as a manager, must address.

A key component of the program is ensuring that financial resources are used effectively and managed in line with the financial objectives of the team and organisation.

*This program will take you through the processes involved in undertaking financial management within a work team, in an organisation. It includes planning, implementing approaches, supporting team members, monitoring and controlling finances and reviewing and evaluating the effectiveness of financial management processes.*

## MODULE

## DESCRIPTIONS

### Emotional Intelligence

Emotional intelligence (or sometimes EQ, for emotional quotient), a concept only fully developed in the mid-1990s, has come to be recognised as a crucial aspect of building and maintaining interpersonal relationships in both work and social environments.

*The program demonstrates that people with higher emotional intelligence find it easier to form and maintain interpersonal relationships and to 'fit in' to group situations. They are also better at understanding their psychological state, which can include managing stress effectively and being less likely to suffer from depression.*

Importantly, it will help you to identify the impact of own emotions on others in the workplace, recognise and appreciate the emotional strengths and weaknesses of others, promote the development of emotional intelligence in others and utilise emotional intelligence to maximise team outcomes.

### Communicating with Influence

Communication has always played a fundamental role in business and most human activities. Communication has many facets - it can be used to inform, instruct, persuade, exert influence, change behaviour, interact and build rapport and affinity. It includes both interpersonal and group communication and can be 'in person' or using any form of technology.

*This program explores influential communication to provide you with the skills and knowledge to negotiate persuasively, lead and participate in discussions or formal meetings and compellingly present your ideas and opinions.*

Your enhanced communication clarity and techniques will serve you and the businesses you work with, well.

### Workplace Relationships

How effectively you build and maintain relationships largely determines the success you will experience in your personal and professional life.

Interpersonal relationships and how you manage them will assist you in growing and developing as an individual. It also has a direct influence on business operations where the integration of teams and groups is essential.

*The program will help you develop processes and procedures to support workplace relationships and build professional networks while taking into account a business's values, goals and diversity.*

### Team Effectiveness

Managing in today's streamlined, informal, team-based businesses is different from managing in the conformist, hierarchical businesses of the past. Managers need to lead teams whose members work together, rather than as individual/independent performers, to achieve challenging goals.

*This program focusses on your ability to nurture high-performing teams and empower them to work effectively with reduced management input and supervision.*

The aim is to achieve synergy – where the ability of the whole is more than the sum of the individual parts.

### Recruitment Selection and Induction

Employees are a business's nucleus - they determine the culture of the workforce and the quality of products or services, which ultimately influences the profitability and success of the business.

Hiring the 'right employee' can be the difference between an asset and a liability to a business, so the objective for this program is to prepare you in the best possible way to attain and establish that asset.

*The program will take you through all phases of the recruitment, selection and induction processes, taking into account your awareness of organisational policies and procedures as well as legislative requirements.*

## MODULE

## DESCRIPTIONS

### People Performance

Managing people or employees is the most important job that you will do as a business manager. You will need to understand and guide employees, so they are motivated, inspired, continually developing and attaining goals.

*In this module, you will learn to be an effective manager by bringing out the best in people and making a serious difference in the work-life of employees and your business.*

People Management is more than just providing clear expectations. It calls on you to coach, provide feedback, structure processes to produce outcomes and make the communication of information clear and result-based.

### Continuous Improvement

Making continuous improvements in business so that your team can perform better is one of the most important things you can do. This continuous improvement approach for ever-improving quality and efficiency is the opposite of “if it ain’t broke, don’t fix it” – an approach of maintaining the status quo which spells trouble!

*This program develops your skills and knowledge required to lead and manage continuous improvement systems and processes. There is particular emphasis on the analysis of information to adjust performance strategies and manage opportunities for further improvement.*

Continuous improvement is the responsibility of every individual in the business. If one team or division fails to implement these practices, it can impact the entire business.

## INVESTMENT

### Full Program (\$6,000 + GST)

By investing in the full program participants will: -

- Receive access to all twelve modules
- Be provided with dedicated trainer and assessor support
- Have free access to all webinars associated with the program
- Be issued with a BSB51918 Diploma of Leadership and Management qualification through Australis College - RTO 31518 (contingent on satisfactory completion of all assessment requirements) at no cost.

**NB Payment Plans options of either six (6) monthly payments of \$1,000 or twelve (12) monthly payments of \$550 are available**

### Bespoke Training (\$500 + GST per module)

For clubs who want to tailor leadership and management training for a selected team member, a ‘build your own’ option is available. The tailored training option provides: -

- Access to selected modules (choose as many as you like)

- Dedicated trainer support
- Free access to webinars associated with selected modules
- Issuance of Statements of Attainment for completed modules through Australis College - RTO 31518 (contingent on satisfactory completion of all assessment requirements) for only \$50 + GST

## CORPORATE RATES

For clubs who want to put a group of selected team members through the program, the following discounts apply.

| Participant Numbers | % Discount   |
|---------------------|--------------|
| 3 – 5               | 10% DISCOUNT |
| 6 – 9               | 15% DISCOUNT |
| 10 – 14             | 20% DISCOUNT |
| 15 – 19             | 25% DISCOUNT |
| 20+                 | 30% DISCOUNT |



MAJOR PLATINUM PARTNER



## CONTACT THE CMAA FOR MORE DETAILS

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