

LANGS LEADERSHIP ACADEMY

Evidence for the BSB40520 Certificate IV in Leadership and Management

1. Goal Setting & Getting PEF402

In this module, you will demonstrate the skills and knowledge required to plan and prioritise your **own work** tasks.

1a – Provide an example of your **MVP list** and your **L.O.V.E. letter**.

1b – Provide one example of an email exchange between you and your manager approving 1a.

1c – Provide one example of an email exchange between you and your manager about your performance relating to 1a.

Q1. List three tools or techniques you can use to schedule tasks and plan work.

Q2. Review your work schedule and identify any areas for improvement.

2. Leaders are Learners- Personal Development PEF403

In this module, you will identify and evaluate your own personal development needs, rather than the work tasks you completed in the first module. This module is about the self rather than the business.

2a - Provide an example of **identifying** and **evaluating** your **personal development needs**. Evidence of this might be in a 360 review. If so, then please provide an example of that document. If not, a free online tool like <https://enneagramuniverse.com/> can help you identify and evaluate your personal development needs.

2b – Based on 2a, provide an example of a **self-regulation management plan**. This plan should include identifying two or three key areas to **sustain health, growth** and **well-being** to help you cope safely and efficiently in a working environment.

2c - Provide one example of **reviewing** and **updating** the plan in 2b. This might be done one week or one month after implementing the above plan. This upload is like a self-reflection piece; for example, one week or one month after you have started to implement ways in which you can improve on the areas within your plan, how have you performed? Are there things you have done well? Are there areas you still need to improve? You can include this information in either a new Word document or you can add your review to the bottom of your initial plan.

- Q1. Provide three examples of positive workplace behaviour.
- Q2. Provide three examples of negative workplace behaviour.
- Q3. List three interpersonal skills you might use to work effectively with others in the workplace.
- Q4. List the four pillars of EI, and briefly explain one strategy you might use to develop one of those pillars in yourself or someone else.

3. Co-ordinate Operational Plans OPS402

3a - An example of an operational plan. The plan must include **goals and objectives**, **KPIs**, **resource requirements** (physical and human), **monitoring processes** and **contingencies** (for example, a backup plan due to staff or resource issues). If you don't have one already, please use the template provided.

3b - An example of an email, video recording or meeting minutes showing you **communicating the plan to others**. This may be communicated to the team or to management.

3c - An example of either an email, video recording or meeting minutes showing you **monitoring and reviewing the plan**. The content of this would be your comments about any aspect of the plan's performance.

- Q1. List three common methods for problem-solving.
- Q2. Briefly explain budgeting processes or considerations as they relate to your operational plan.
- Q3. List three mentoring and coaching techniques you might use to support team members.

4. Communicate with Influence- Workplace Strategies LDR401

4a – Provide an example of **feedback from someone else** about how you can **improve** your **communication techniques**. This could be an email or a detailed 360 review, which includes comments specifically related to your communication techniques.

- Q1. List three pieces of legislation that relate to workplace communication.
- Q2. List three challenges you might face when communicating in the workplace.
- Q3. List three ways in which you would communicate with a diverse audience.

5. Lead Difficult Conversations LDR413

As this topic has quite specific requirements, whilst you may be able to provide workplace-based examples, we recommend doing this as a role-play. This can be conducted in an online video call like TEAMS or ZOOM. Alternatively, you can use a mobile phone and video record the meeting. Each recording only needs to be 2-3 minutes.

Evidence of **two instances** where you have had **difficult conversations** with others.

5a - For each difficult conversation role-play, provide a document outlining the **topic**, the **reason** for the conversation, and an outline of the **conversational content**. A template is available for this.

5b - For each difficult conversation role-play, provide evidence of **seeking feedback** on that document. For example, email the templated document to your manager and ask them to complete the feedback section and email it back.

5c - For each difficult conversation role-play, provide an **audio/video recording** (2-3mins) of the conversation.

5d - For each difficult conversation role-play, provide evidence of **seeking feedback** on your performance in the recording. For example, email your manager the recording and ask them to provide feedback on your performance. They can provide this feedback within the template.

Q1. List three places where you would find information about legislation and organisational policies regarding communications within the workplace.

Q2. Outline three acts, standards or codes of practice that relate to workplace communication.

Q3. List three communication styles that may be used within a difficult conversation.

Q4. List two common support services relevant to your organisation.

Q5. Reflecting on the difficult conversations you have provided, identify areas where you can improve.

6. Better Hiring & Development- Workplace Relationships LDR521

6a – Provide an example of an email chain showing you **supporting the team or a team member experiencing difficulties** fulfilling a work task—for example, customer complaints, poor performance, lack of resources, short staffing etc. You could provide this as a video recording role-play if needed.

6b – Provide an example of an email chain showing you **managing conflict constructively**. Conflict is a serious disagreement or argument between at least two parties. This may be between you and someone else, or between others, and you have had to step in to control the situation. Topics can be anything relating to work. For example, speaking inappropriately, workplace bullying, workplace behaviour, or a disagreement about a workplace practice, etc. You could provide this as a video recording role-play if needed.

6c - An example of an email showing you **reporting** on any aspect of **team performance**. Examples could include achieving goals or KPIs, customer feedback, workplace behaviour, staffing issues, problem-solving etc.

6d - An example of an email showing you **seeking** and **receiving feedback** on your **performance as a workplace leader**. This can cover any aspect of your leadership skills and knowledge.

Q1. Outline three ways you would communicate with a culturally and socially diverse team.

Q2. List three types of legislation relevant to effective workplace relationships.

Q3. Briefly explain how you might use networking to help build trust and develop positive workplace relationships.

7. Demonstrate Leadership LDR411

In this module, you will demonstrate your ability to **set work tasks** for individuals and report on the performance of individuals.

7a – Provide one example of **setting tasks** for someone else. For example, a team member or a direct report. This plan must include **KPIs** (a specific task with a timeframe) aligning with the operational plan. The plan must include comments from you. N.b. if you complete 360 reviews on others, then you could supply one of these. This must include comments.

7b – Provide one example of **communicating the plan** above to the individual. For example, this could be in an email, meeting agenda and minutes, or toolbox talk.

7c – Provide one example of **feedback you have received** from someone else about the plan above. For example, email either plan to someone else and ask them for feedback. (not the person that the plan is for).

Q1. Outline two of your organisation's values.

Q2. Provide three examples of behaviours you would expect employees to exhibit in the workplace.

Q3. List three basic leadership theories.

Q4. List three common leadership styles.

Q5. What is your organisation's process for raising questions about standards and values?

Q6. List two examples of behaviours and performance that would typically be considered damaging to an organisation.

8. Leading Top Teams XTW401

No upload tasks are required for this module as they have been covered in earlier modules.

Q1. List three places where you would find information about legislation and organisational policies regarding communications within the workplace.

Q2. List three mentoring and coaching techniques you might use to support team members.

Q3. List three strategies for conflict resolution and negotiation.

Q4. Outline three ways you would communicate with a diverse audience.

9. Communicate at Work- Workplace Leader XCM401

No upload tasks are required for this module as they have been covered in earlier modules.

Q1. List three places where you would find information about legislation and organisational policies regarding communications within the workplace.

Q2. Outline three characteristics of effective leadership communication as relevant to your role.

Q3. Outline two common barriers to effective communication within the workplace.

Q4. Thinking about the communications you have provided above, outline the feedback you received and identify any areas of improvement you will incorporate into future communications.

10. Critical Thinking at Work – Apply Critical Thinking CRT411

In this module you will demonstrate that you can help team members to develop their **critical thinking skills**. As this topic has quite specific requirements, whilst you may be able to provide workplace-based examples, we recommend doing this as a role-play. This can be conducted in an online video call like TEAMS or ZOOM. Alternatively, you can use a mobile phone and video record the meeting. The recording can be 3 – 5 minutes.

10a - Provide one example of your recording using the format below:

- Ask the team what they already know about using critical thinking to solve a workplace problem
- Explain one example of a **critical thinking concept** to the team and **check for understanding**. Examples of critical thinking concepts may include brainstorming, scientific method, or plan-do-check-act (PDCA)
- Ask the team to use the critical thinking concept you introduced to a **relevant workplace problem**.

Q1. Outline two models that can be used for critical and creative thinking.

Q2. List three key features of critical thinking.

Q3. List two techniques you can use to teach others how to think critically and creatively.

11. Better Customer Experiences – Service Strategies OPS404

In this module, you will demonstrate how you can use customer feedback to improve your customer service.

11a - Provide **two** examples of **negative** customer feedback (evidence may include emails from customers, feedback forms from customers, and/or notes/minutes from customer meetings).

11b – Provide two examples of reviewing the feedback and **identifying the issues** (evidence may include separate emails, minutes of meetings, or documents etc.).

11c – Provide two examples of **two strategies** or **methods** to address the identified issues (evidence may include separate emails, minutes of meetings, or documents etc.). Strategies may include NPS Customer Audits, One Third Plus One RULE brainstorming with customers and/or Customer MVP Lists.

11d – Provide two examples of communicating these strategies to relevant people (evidence may include staff - evidence may include emails, meeting minutes, training session presentations, etc).

Q1. List three techniques you can use when communicating with a customer.

Q2. List three principles of customer service.

Q3. Briefly outline the purpose of the Competition and Consumer Act 2010 (Cth).

12. Lead Continuous Improvement – STR502

In this module, you will demonstrate how to identify and improve a system or process within your business or work area.

12a – Provide one document identifying a **system** or **process** within your organisation or work area that **could be improved**.

12b - Provide one **audio/video recording** of you facilitating a discussion about **possible solutions** for the improvement identified above. This could be a recording of a role-play conducted in person and recorded using a phone, or it could be conducted online and recorded using TEAMS/ZOOM etc.

12c – Provide one document which summarises the **key findings** from the team meeting discussion.

12d – Provide evidence of **feedback from stakeholders** (management, co-workers etc.) after implementing the suggested improvement. This could be in email form.

Q1. List three systems and processes you might use to support continuous improvement in your workplace.

Q2. List three aspects of sustainability you may consider when improving systems or processes. (e.g., reusing and recycling paper and plastics)

Q3. Thinking about the results of the continuous improvement activity, did it achieve your goal, and if not, how would you approach it differently in the future? Briefly summarise your key findings.