

WORKING WITH PEOPLE WITH MENTAL HEALTH ISSUES

**Advanced Diploma of Community Services
Management CHC60402**

Course Overview

LEADERSHIP IN ACTION

2009



Mental Health Coordinating Council Inc
Learning & Development Unit

Introduction

The Leadership In Action (LIA) training program is aligned to the full Advanced Diploma of Community Services Management qualification.

Leadership In Action draws upon the most contemporary schools of thought regarding:

'what makes a great leader and manager'

This is a rich and robust training program which highlights the important nature of 'soft' and 'technical' skills in effective leadership and management. It aims to liberate leadership and foster emotional intelligence.

As such, the program explores the following key content areas:

- Emotional Intelligence
- Reflective Practice
- Influence in leadership
- Behaviour Styles & Leadership
- Managing Change & Development
- Managing conflict
- Performance Management
- Learning environments
- Creative problem solving
- Project Management
- Organisational Finances

MHCC is committed to strengthening leadership within the non-government mental health sector in order to create better outcomes for consumers.

Following is an outline of a proposed delivery and assessment plan relating to this qualification.

Key Content Area	Outline of content
Emotional Intelligence	Emotional Intelligence (EI) includes: <ul style="list-style-type: none"> • defining human emotion • EI in relationships • Key components of EI • Self Awareness and Self regulation • Empathy • Motivation • Social skills • Considering true intentions • Steps to greater EI
Reflective Practice	<ul style="list-style-type: none"> • Reflective Practice (RP) includes: • The work of Donald Schon • RP theory • Applying theory in groups based settings and supervision • Simulated reflective practice session
Influence in leadership	Influence in leadership includes: <ul style="list-style-type: none"> • Influence Theory • Control theory • Influence verses control in leadership • Influence as a form of liberating leadership • EI and Influence
Behaviour Styles & Leadership	Behaviour Styles & Leadership includes: <ul style="list-style-type: none"> • Behaviour Styles theory • Behaviour Styles and EI • Mapping our own behaviour style
Managing Change & Development	Managing Change & Development includes: <ul style="list-style-type: none"> • The nature of change • Relationships and change • Leadership and change • EI and change • Influencing the Change process
Managing conflict	Managing conflict includes: <ul style="list-style-type: none"> • Working collaboratively in teams • Sharing information • Managing conflict and differences • Nature of conflict • To be delivered by Community of Practice
Performance Management	Performance Management includes: <ul style="list-style-type: none"> • Relevant legislation • Risk management • Employer and employee responsibilities • Managing misconduct • Managing Poor performance
Learning environments	Learning environments (LE) includes: <ul style="list-style-type: none"> • Definition and theory • Key principles • Cultivating a leadership environment • Learning environment and leadership • Learning environments And EI
Creative problem solving	Creative problem solving includes: <ul style="list-style-type: none"> • Developing innovative solutions • Action learning methodology • Action learning project • To be delivered by Action Learning

Key Content Area	Outline of content
Project Management	Project Management (PM) includes: <ul style="list-style-type: none"> • Definition and theory • Application of PM approach • Overcoming challenges • Managing diversity • To be delivered by self paced workbook and completion of workplace based project
Organisational Finances	Organisational Finances includes: <ul style="list-style-type: none"> • Budgets, Profit and loss, petty cash, ledgers • Business transactions • To be delivered by self paced workbook

Overview of the sessions	
Day One	
AM	Program Overview & Philosophy Learner Goals Mentoring Program
PM	Emotional Intelligence
Day Two	
AM	Emotional Intelligence
PM	Creative Problem Solving: Action Learning Methodology
Day Three	
AM & PM	Reflective Practice
Day Four	
AM	Analysing Emotional Intelligence Self Assessment Tool & Coworker Assessment Tool
PM	Behaviour Styles
Day Five	
AM	Conflict Management
PM	Performance Management
Day Six	
AM & PM	Control & Influence Managing Change & Development
Day Seven	
AM & PM	Learning Environments
Day Eight	
AM & PM	Small Group Presentations

Overview of the national qualification

CHC60402 Advanced Diploma of Community Services Management

The management stream covers workers who are responsible for the coordination and management of agencies. These workers work independently and report to executive management or boards of management. They undertake a range of functions requiring the application of knowledge and skills to achieve results in line with organisation's goals and strategic directions.

This qualification applies to the managers of programs, services or service organisations in the community services industry. They may work in a range of sectors such as Housing, Children's Services, Alcohol and Other Drugs, Mental Health, Disability, Aged Care.

This qualification requires 20 units to be completed comprised of:

- 9 compulsory units and
- 11 elective units

Compulsory

BSBMGT609A	Manage Risk
CHCADMIN4B	Manage the organisation's finances, accounts and resources
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCD19A	Establish and maintain community, government and business partnerships
CHCCS4C	Manage the delivery of quality client service
CHCORG14B	Manage a service organisation
BSBMGT505A	Ensure a safe workplace
PSPMNGT605A	Manage Diversity
CHCORG11B	Lead and develop others

Electives

CHCORG28A	Reflect and improve upon professional practice
CHCORG7B	Manage workplace issues
CHCORG12B	Review organisational effectiveness
CHCORG15B	Promote the organisation
CHCORG24B	Provide leadership in community services delivery
CHCORG26A	Manage a service level agreement
CHCORG8C	Establish and manage new programs or services
BSBMGT604A	Manage business operations
CHCINF4B	Manage the organisation's information systems
LGACOM602A	Coordinate and facilitate a change process
BSBMGT608A	Manage innovation and continuous improvement

**LEADERSHIP IN ACTION PROGRAM
PROPOSED ASSESSMENT PLAN¹**

Assessment Item	Documentation Required/Provided
Mentoring Program	<ul style="list-style-type: none"> • Mentoring Contract • Learner Reflective Report • Mentor Report
Reflective Journal	<ul style="list-style-type: none"> • Journal
Action Learning Project	<ul style="list-style-type: none"> • Minutes from each Action Learning meeting • Final report outlining outcomes achieved through the Action Learning cycle
Reflective Practice Implementation	<ul style="list-style-type: none"> • Observation of a Reflective Practice session
Communities of Practice: Managing Conflict	<ul style="list-style-type: none"> • Reflective Report
Small Group Presentations	<ul style="list-style-type: none"> • Presentation

¹ under review and subject to change