

# New Zealand Certificate in Business (First Line Management) Level 4

This 18-week programme will give you assurance to become a great leader. This programme will teach you the techniques to confidently lead and motivate yourself and a team effectively.

## Graduates will learn how to:

- manage work flows in an operational context to achieve team objectives.
- assess against agreed criteria and respond appropriately to achieve operational objectives.
- motivate and involve teams to achieve the entity's objectives.
- communicate to develop relationships with team members and stakeholders.
- manage relationships within a team to sustain a productive workplace environment.
- promote an inclusive environment to value diversity for positive performance for the entity.
- demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner in leading a team.
- adapt leadership styles for effectiveness in different environments.
- comply with internal policies, legislation and other external requirements for the entity.
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## PROGRAMME INFORMATION

### **FLM4.101** Managing Business Operations

This course is designed to give students the knowledge and skills relating to the implementation of team processes required to achieve operational objectives, management of team workflow, and communicating effectively and professionally to support team performance and achievement of operational objective.

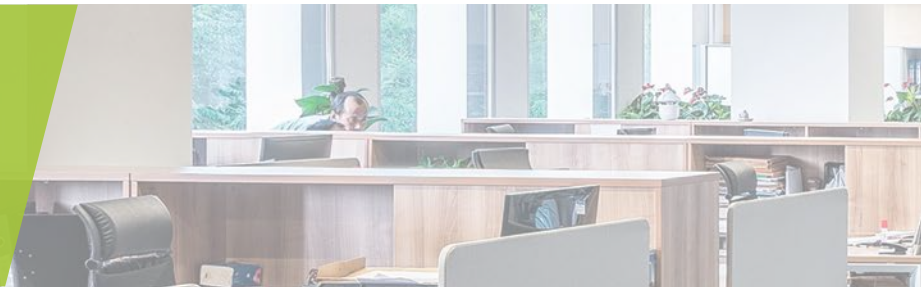
### **FLM4.102** Lead an Effective Team

This course is designed to give students the knowledge and skills required to lead a team, including managing relationships and conflict, professional and ethical behaviour, promoting an inclusive environment, adapting leadership style to suit different situations, and communicating effectively to develop and manage relationships.

### **FLM4.103** Achieving Productivity

This course is designed to give students the knowledge and skills required to support a productive workplace environment, including communication of operational strategies and performance requirements, application of performance management practices and processes, and motivating team members to maintain a productive environment to achieve team objectives.

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## Programme Specific Information

Blended learning is online and self-directed, plus you must attend three two-day face-to-face workshops. Each course begins with workshops. Workshops are delivered at New Plymouth (Bell Street) and Hāwera campus. Inquiries to Linda Cox, [l.cox@witt.ac.nz](mailto:l.cox@witt.ac.nz).

Full-time and part-time study is available.

To enrol into this programme you must be in a work situation (employed or voluntary) that allows you to evidence each of the tasks listed in the bullet points above.

In the event of any applications or enquiries from prospective students who are not in a suitable employment or voluntary work situation or for any other reason are considered to be unlikely to be able to successfully complete the programme, advice will be provided regarding more suitable options.

## Career Options Include:

You will have the skills and knowledge to work as a first line manager with responsibility for the performance of others, in a business entity.

## PROGRAMME INFORMATION

### Programme Fees and Additional Expenses

#### Programme Fees

See website for domestic and international prices.

#### Additional expenses:

Stationery and printing of resources, as required.