



Great managers aren't born, they are trained

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

Top managers have real hands-on operational experience plus excellent leadership skills.

It takes a completely different set of skills to lead and manage a large team or business successfully. This programme is designed for you to take your team leaders and supervisors, or those moving into a leadership role, and equip them with the skills for high level responsibility in your business.

Your up-coming leaders will be given the knowledge and advanced skills to plan, communicate, organise, manage change, monitor performance and provide professional team leadership that makes a positive contribution to the business.

This leadership programme involves a mix of theory and practice. It is easily achieved by your talented employees, on-the-job, and at a pace that works for your business.

## Programme Features – Skills for success

Your employees will develop vital leadership skills and knowledge for management:

- ▶ team building
- ▶ change management
- ▶ strategic planning for a positive workplace
- ▶ problem solving and decision making
- ▶ report writing
- ▶ effective team and stakeholder communications
- ▶ skills and performance management
- ▶ key workplace principles
- ▶ setting and achieving team goals
- ▶ time and quality management
- ▶ professional and ethical behaviour
- ▶ legal and policy compliance.

Find out more: [www.ServiceIQ.org.nz/training/business-and-management](http://www.ServiceIQ.org.nz/training/business-and-management)

## ServiceIQ

Industry Qualifications

We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

Contact us: 0800 863 693 | [intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz)

Edition 1 – May 2025