

# Great managers aren't born. They are trained on-the-job.

## 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.



### Benefits for your business:

Upskilling your up-coming staff in management helps you:

- ▶ boost employee morale, motivation and teamwork
- ▶ make great customer service business as usual
- ▶ increase productivity and sales
- ▶ build a stronger team
- ▶ retain and develop your skilled employees
- ▶ continue to improve your business.

### Benefits for your employees

Upskilling your up-coming staff in management helps them:

- ▶ gain confidence in managing a team for performance
- ▶ feel a valued member of your organisation
- ▶ understand the importance of their role for customers and your business
- ▶ increase their job satisfaction
- ▶ develop their career with national qualifications.

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## Case Study

Air New Zealand has hundreds of highly skilled operations experts at airports around the country – from check-in agents to aircraft loaders – but several years ago, when it came to recruiting team management roles from within the business, leadership skills and experience was thin on the ground.

**Solution:** “We wanted our great operators to also be great team leaders and managers,” says Kate Fitzgerald, Air New Zealand Airport Manager New Plymouth, and Airports Emerging Leaders Project Manager. “We created a trial leadership training programme for operational staff that was such a success we worked with ServiceIQ to link the skills to tangible First Line Management qualifications and rolled it out nationwide.

“We lead our people through two-tiered training starting with team leadership (Level 3) followed by the elite programme (Level 4) for people managing 10-25 employees at airport check-in, loading or cleaning teams.”

**Result:** Air New Zealand is upskilling 32 operational staff in Level 3 and eight in Level 4 each year. “It’s been huge,” says Kate. “Air New Zealand invests heavily in great leadership development, and this particular programme is very popular with staff because they gain meaningful qualifications and take a step up in their career. For the company, the training has allowed us to have a real succession plan by creating a pool of skilled and qualified people who will be next in line for high level team management roles.”

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## 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.

## Why ServiceIQ?

ServiceIQ is your industry-endorsed training partner committed to helping you build a successful business through world-class customer service. We are the Industry Training Organisation (ITO) for the service industry and our experts develop top quality on-job training programmes that make a positive difference for businesses of all sizes right across New Zealand.

## Talk to us

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ sector advisor for no obligation advice and programmes to fit your needs.