Building the capacity of NGO AOD Leaders and Managers

# Background

In 2020 NADA partnered with VAADA to commission Curtin University who undertook a [study](https://nada.org.au/resources/aod-workforce-development-report/) to examine the capabilities, experiences and development needs of managers and leaders in the NGO AOD sector. We are now looking to pilot customised NGO AOD management training to address the findings from this study.

# Diploma of Leadership and Management

This national qualification caters to managers in community service organisations, and closely aligns with the recommendations of the Curtin University study. NADA are able to partner with a NSW training provider to further contextualise this course to NGO AOD settings.

The chosen training organisation caters their learning to community service sectors and develop their resources to meet the needs of managers who are involved in

* Providing feedback and supervision
* Developing individual and team performance
* Using emotional intelligence and critical thinking skills and developing these in others
* Presentation and facilitation skills and engaging with stakeholders
* Implementing and monitoring operational plans and continuous improvement processes
* Supporting wellbeing of self and others

The diploma consists of 12 units, including 6 core units and 6 elective units

# Core units

BSBCMM511 Communicate with influence

BSBCRT511 Develop critical thinking in others

BSBLDR523 Lead and manage effective workplace relationships

BSBOPS502 Manage business operational plans

BSBPEF502 Develop and use emotional intelligence

BSBTWK502 Manage team effectiveness

# Elective units

BSBPEF501 Manage personal and professional development

BSBLDR522 Manage people performance

BSBSTR502 Facilitate continuous improvement

CHCMGT005 Facilitate debriefing and support processes

BSBCMM412 Lead difficult conversations

BSBTWK503 Manage meetings