

Certificate IV in Business

Australian Quality Framework (AQF) Level 4



Focusing on:
“Strategic Leadership”
“Coaching & Mentoring”
“Dispute Resolution”



A comprehensive course for anyone with management or leadership responsibilities, or who is aspiring to these roles.

Presented by Redman Enterprises and Associates
Business Relationship Specialists
Registered Training Organisation

This program is based on a Transactional Analysis (TA) framework and focuses on building relationships between management and employees

It provides simple yet powerful ways to:

- Increase understanding in communication with others
- Deal with stress and change healthily
- Handle and resolve conflict
- Understand human behaviour
- Gain autonomy and build esteem

HOW:

The Certificate is:

- structured as a participative learning experience

and will include:

- personal leadership profile
- formal and informal lectures
- group discussion and practical exercises
- analysis and assessment of inventories
- case studies and situations from the work environment and every day life
- a full set of notes

WHAT:

You will –

- Refine or redefine your **management** and **leadership style**.
- Learn the importance of **emotional intelligence**.
- Use **coaching and mentoring** as **transformational tools** in your team, department and / or organisation

WHERE & WHEN:

This Certificate is offered twice yearly throughout Australia as a public course and also run “in house” for organisations.

Course Streams for Certificate IV in Business

Strategic Leadership with Transactional Analysis

This stream is for managers and team leaders. Participants will complete a personal leadership style profile which will be used to increase and develop leadership skills and strategic capabilities. It will provide an understanding of the strategic role management plays in assisting organisations.

Coaching and Mentoring with Transactional Analysis

This stream is for managers and team leaders. Participants will gain an understanding of the coaching role, coaching and mentoring competencies and a knowledge of when to counsel and how to facilitate behavioural change.

Dispute Resolution with Transactional Analysis

This stream is for managers and team leaders who have to deal with personal and workplace disputes. Participants will gain an understanding of conflict and strategies to identify and resolve it constructively.

These 3 streams may be merged to complete this Business Certificate.

Completion of this Certificate provides students with **credit into other TAFE and University graduate qualifications.**

Units that may be included:

- Implement effective workplace relationships
- Provide mentoring support to business colleagues
- Develop teams and individuals
- Promote Team Effectiveness
- Implement continuous improvement
- Promote innovation and change
- Manage time
- Develop work priorities
- Manage stress
- Apply transactional analysis to workplace situations

These may be offered and delivered as **separate** units. Courses can be specifically tailored to meet the organisation's requirements.

Redman Enterprises is an organisation that specialises in "Business and Personal Relationships" using Transactional Analysis. Consultants of Redman Enterprises work with individual and organisations in a Training and/or Coaching, Counselling and Mentoring role.

Redman Enterprises works with large and small businesses at the local, national and international level with these programs and skills. Positive change is affected through empowerment and growth in people skills.

For further information, please contact Redman Enterprises on

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BOOKINGS ARE ESSENTIAL TO ENSURE A PLACE