



# First line management

Designed to build skills and knowledge for current and future team leaders, this programme is specifically designed for wood technology and forestry sectors, and targets a process improvement issue for immediate gains in work efficiencies and cost reductions.

## National Certificate in Business, First Line Management, Level 3

This qualification is the first of two qualifications for people who are, or are training to be first line managers (team leaders, supervisors, or charge hands). People in these roles are likely to be responsible for managing people, resources, or workplace operations, and may have had little, or no formal training.

### This programme delivers practical, motivational, modern leadership skills including:

- Competitive manufacturing tools and cost analysis/root cause analysis; applying these in their roles as team leaders.
- Applying team problem solving for performance improvement, writing business reports.
- Team decision making, giving instructions, one-on-ones and feedback skills.
- Leadership skills and developing team performance, self development and goal setting.
- Health & safety planning at their site, delivering presentations and managing conflict.

This programme is delivered by training provider Bizness Synergy and runs over eight days (in four block courses).

**Note:** Price TBA

On completion of this programme your employees will receive a nationally recognised qualification and will be acknowledged with a National Certificate from the New Zealand Qualifications Authority (NZQA).

The role of Competenz as your Industry Training Organisation is to develop and manage qualifications to ensure our workplace is highly skilled.

Want to know more? Just contact your **Account Manager, Wood Manufacturing**



**Bruce Barrowman**  
027 249 6153

**b.barrowman@competenz.org.nz**  
**competenz.org.nz**

*Competenz is a multi-sector Industry Training Organisation. We help kiwi industry grow skills, careers and businesses and make it easy to learn on-the-job.*

17053\_V1 Mar 2017