



**NEW ZEALAND DIPLOMA IN BUSINESS
(LEADERSHIP AND MANAGEMENT) (LEVEL 5)
DEPARTMENTAL LEADERSHIP PROGRAMME**

Help futureproof your automotive business with the

NEW ZEALAND DIPLOMA IN BUSINESS (LEADERSHIP AND MANAGEMENT) (LEVEL 5)

Provided by MITO, in partnership with MSX International, the world's largest automotive solutions provider, this training programme will provide current managers with an increased knowledge of automotive management practices and principles.

If you're a Departmental Manager in an automotive business with responsibility for staff, this programme is designed to equip you with the skills and strategic tools to effectively drive departmental performance. It includes a balanced approach to leading and directing operations to achieve optimum market penetration, provide exceptional levels of service and generate superior returns for your business.

The programme covers core knowledge and skills in the areas of Leadership, Operations, Human Resource Management, Marketing and Sales, Systems and Processes, Strategic Management and Continuous Improvement.



Programme Outline

The programme is made up of 120 credits and is expected to take 12 months to complete. Throughout the programme, you will be supported by your MITO Industry Training Advisor and MSX International tutors. The programme includes a mix of practical training and assessment, undertaken in the workplace, and theory assessment. There are four modules, each consisting of four half-day online workshops and an optional one hour assessment support session.

MODULE ONE: DEPARTMENT MANAGEMENT AND LEADERSHIP	
DEPARTMENT MANAGEMENT CONSIDERATIONS	The role of departmental management, fundamentals of departmental management, management priorities, considerations and expectations in the automotive retail environment, business planning fundamentals.
LEADERSHIP	Developing a performance based culture, leadership versus management, leadership styles and principles, managing people and teams, leading from the front.
PROFESSIONAL RELATIONSHIPS	<p>Self-management and relationship management in the context of the workplace.</p> <p>Developing and using emotional intelligence to maximise team outcomes and resolve conflict.</p> <p>Gaining the trust and confidence of others while supporting and promoting organisational values, ethics, goals and cultural diversity.</p>
MODULE TWO: HUMAN RESOURCE AND PERFORMANCE MANAGEMENT	
RECRUITMENT AND SELECTION	Developing and implementing an effective and efficient recruitment strategy, attracting the right candidates, interviewing techniques and tips, letters of appointment and the induction process.

<p>PERFORMANCE MANAGEMENT</p>	<p>Implementing a performance management system, building and motivating the team, fundamentals of Human Resource Management (developing, coaching, inducting, terminating, managing, disciplining and counselling).</p>
<p>MODULE THREE: MARKETING AND BUSINESS PLANNING</p>	
<p>MARKETING</p>	<p>Automotive marketing fundamentals, consumer behaviour, brand management, marketing segmentation, targeting and positioning, developing a 'portfolio management' and 'segment development' mindset.</p>
<p>BUSINESS PLANNING</p>	<p>Business planning, strategic planning, budgeting, cost analysis, dealership economics and influencing factors. Building the business case.</p>
<p>MODULE FOUR: DEPARTMENTAL PERFORMANCE IMPROVEMENT</p>	
<p>FINANCIAL PERFORMANCE</p>	<p>Business health and benchmarking, mastering the key performance indicators that drive your business, managing the key drivers of automotive retail performance.</p>
<p>DEPARTMENTAL OPERATIONS</p>	<p>Service management: workshop processes and standards leading to fix-right-first-time, managing productivity and efficiency.</p> <p>Sales management: institutionalising, structuring and monitoring the sales process, managing the showroom floor and the sales team.</p> <p>Parts management: inventory control, staffing and productivity, ordering parameters, parts marketing, merchandising, retailing and trade activities.</p>

Learning Outcomes

KNOWLEDGE AND SKILLS	OUTCOMES
<p align="center">CORE TECHNICAL KNOWLEDGE AND SKILLS 25 CREDITS</p>	<p>Apply knowledge of the principles and practices of operations, accounting, sales/marketing, HR, and risk management, to support the operational efficiency and effectiveness of the entity.</p>
	<p>Contribute in operational contexts to innovation and organisational change within a business entity.</p>
<p align="center">CORE PEOPLE SKILLS 10 CREDITS</p>	<p>Develop and maintain operational business relationships with stakeholders for efficient and effective performance of the entity.</p>
	<p>Research and communicate information for efficient and effective performance of the entity.</p>
<p align="center">CORE COGNITIVE SKILLS 5 CREDITS</p>	<p>Apply problem solving and decision making in operational context for efficient and effective performance of the entity.</p>
<p align="center">CORE AFFECTIVE SKILLS 8 CREDITS</p>	<p>Manage own and others' learning and performance within an operational context for efficient and effective performance of the entity.</p>
	<p>Apply professional and ethical behaviour, in a socially and culturally appropriate manner.</p>
<p align="center">CORE BUSINESS ENVIRONMENT 12 CREDITS</p>	<p>Analyse the impact of internal and external environments on entities.</p>
	<p>Analyse how the origin and nature of the bi-cultural partnership (as embedded in the Treaty of Waitangi) can be applied to business activities and relationships.</p>

KNOWLEDGE AND SKILLS	OUTCOMES
<p style="text-align: center;">LEADERSHIP AND MANAGEMENT TECHNICAL KNOWLEDGE AND SKILLS 40 CREDITS</p>	Identify operational issues and challenges and apply techniques for continuous improvement for efficient and effective performance of the entity.
	Contribute to the business planning for efficient and effective performance of the entity.
	Lead others to implement activities within the entity's plans, including change, for efficient and effective performance of the entity.
	Manage projects within scope, resources, and time.
<p style="text-align: center;">LEADERSHIP AND MANAGEMENT PEOPLE SKILLS 15 CREDITS</p>	Negotiate and positively influence others to achieve the entity's outcomes.
<p style="text-align: center;">LEADERSHIP AND MANAGEMENT BUSINESS ENVIRONMENT 5 CREDITS</p>	Promote compliance with internal and external requirements.

Entry Requirements

You must be employed full-time in the automotive industry in a leadership and management position with responsibility for staff to enrol in this programme.

2021 Programme Fee

\$4,068 incl GST.

This training programme is eligible for fees free industry training.

Visit mito.nz/fees-free for details on eligibility.

Enrol now

If you're ready to take your career to the next level, enrol now at mito.nz/dipbus.

MITO is the industry training organisation for the New Zealand automotive industry. Thousands of automotive professionals have qualified and built successful careers with MITO's on-the-job training programmes.

Enrol at **mito.nz/dipbus**

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