

APPENDIX 1 - COMPONENT DESCRIPTORS

Effective Communication in Leadership (Micro-credential)

Title	Effective Communication in Leadership (Micro-credential)		
Level	3	Credits	10
Purpose	<p>The purpose of this micro-credential is to provide a credential that recognises introductory skills and knowledge in leadership required by people who are working/exploring to work in a leadership context. This micro-credential builds on from the Introduction to Leadership micro-credential.</p> <p>This micro-credential will provide introductory skills and knowledge in leadership communication, decision making and problem-solving techniques for learners working/exploring leadership opportunities.</p> <p>This micro-credential may be used in programmes leading to the New Zealand Certificate in Leadership (Level 3) [ref: 5304 v1]. It may also contribute towards other service sector qualifications at level 3 and above.</p>		
Component	This micro-credential is broken into 2 components. This is component 1 which focuses on effective communication in leadership.		
Learning outcomes	<p>On successful completion of this component, learners/ākonga will be able to:</p> <ul style="list-style-type: none"> • Apply effective value proposition techniques that speak to a range of diverse audiences • Apply effective communication skills to lead a task/activity. 		
Content	<p>Learning outcome 1</p> <ul style="list-style-type: none"> • Communication techniques • Communication methods • Communication styles • Presenting skills • Negotiating skills 		

	<ul style="list-style-type: none"> • Selling skills
Delivery Methods	Online, distance, or in person, or a combination of these.
Resources	<p>Legislation relevant to this skill standard may include but is not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Harmful Digital Communications Act 2015, Health and Safety at Work Act 2015, Human Rights Act 1993, Privacy Act 2020.</p> <p>Available from https://www.legislation.govt.nz/</p>
Assessment methods	Assessment methods may be conducted in a workplace or simulated training environment.
Assessment Standard	SS - Apply communication skills and styles to lead a task or activity (10 credits)

Leadership decision Making and problem solving (Micro-credential)

Level	3	Credits	10
Component	Component 2 of this Micro-credential focuses on decision-making through effective problem solving		
Learning Outcomes	<p>On successful completion of this component, learners/ākonga will be able to:</p> <ul style="list-style-type: none"> • Contribute to decision-making and/or solution-building within own contexts and responsibilities. 		
Content	<ul style="list-style-type: none"> • Problem solving techniques • Information gathering skills • Decision making models • Providing and receiving feedback 		
Delivery Methods	Online, distance, or in person, or a combination of these.		
Assessment methods	Assessment methods may be conducted in a workplace or simulated training environment.		
Assessment Standard	<p>SS - Apply problem solving techniques and contribute to decision-making for an organisational purpose (10 credits)</p>		