



# the fmi blueprint

performance and leadership  
development news

A free newsletter from Larry Lucas at the Frontline Management Institute  
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January 2008 Issue #1 Please pass on to others who may be interested

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## Editorial: The excitement of 2008 is really in the air! - by Larry Lucas

Hi, I hope all is going well with you for the new year. Since I sent you my last newsletter things here at the Frontline Management Institute in Sydney, Australia have been really buzzing! The power of the internet to globalise learning is amazing and in the next few weeks we are welcoming participants from both Russia and China! I am also in contact with East Timor and have just received an fmi assessment guide translated into Indonesian. Also having several phone calls with Borneo. Life is certainly interesting!



The emails and phone calls have been coming in fast in January already to enrol people in courses and set up new in-house management development programs and short courses.

This year our focus is on enhancing our people skills programs which are increasingly the areas where we have most enquiries for short courses. Building Strong Workplace Relationships – New Emotional Intelligence Techniques has now been added to our public courses following several bookings for this one day workshop as an in-house course. Improving Your Managerial Effectiveness is a great new two day course for experienced managers who would like to review and refresh their skills – this was identified by many clients as a real gap to provide ongoing professional development. Improving Your People Skills – Effective Interpersonal Communication has also been updated. We have once again revised our 2008 Calendar and you can email [fmi@managementcando.com](mailto:fmi@managementcando.com) and request to be sent the fmi Calendar copies and notifications as they are updated.

### 1. Improving Your Managerial Effectiveness

On February 28th & 29th we are launching the newly upgraded course Improving Your Managerial Effectiveness – Management Skills for Experienced Managers. This course gives managers the chance to reflect on their experience as a man-

ager and to review and enhance their practice. The feedback that we have had is that this is a very useful chance for people who have some experience of managing others to identify how they can lift their own and their team's performance even further. To read more about this course go to [www.frontlinemanagementinstitute.com.au/ML08managementexperienced.html](http://www.frontlinemanagementinstitute.com.au/ML08managementexperienced.html)

### 2. Emotional Intelligence & People Skills

When Daniel Goleman published his ground breaking book on Emotional Intelligence (EQ) some 13 years ago it created a real challenge to the dominance of IQ as the best measure of potential for successful performance in a work situation. He argued that emotional intelligence is equally, if not more, valid as a predictor of success in a work situation. Increasingly the importance of EQ has come to be valued in work teams where people are very dependent upon interactions between team members and across functional teams. Last year we had a rush of demand for in-house programs in this area and on March the 18th we are delivering Building Strong Workplace Relationships – New Emotional Intelligence Techniques as a public course for the first time. Improving Your People Skills – Effective Interpersonal Communication has also been updated as has Delivering Influential and Charismatic Presentations. To book phone 02 9281 2635 – course details are given on our Calendar – just click on the name of the course on the Calendar for an overview.

### 3. fmi 2008 Public course Calendar Update service

We are constantly improving the range of courses that we offer and so to help Learning and Development Managers and others keep up to date we have launched a fmi Calendar Update Service for our Public Course Calendar. Simply send and email with your Name, Position, Organisation and phone to [fmi@managementcando.com](mailto:fmi@managementcando.com) with "fmi UPDATE SERVICE" in the Subject line. We will email to your return address regular updates to the Calendar as they occur

### 4. New Melbourne based fmi training

We are very pleased to inform our Melbourne readers that

one of our trainers, Val Markovski, is relocating to Melbourne. (He is driving down as I am writing this!!). This means that many in-house courses in Melbourne will be delivered locally. Val can also visit Melbourne based organisations to discuss their needs for Management Development Programs. As you may know we have been delivering programs in Melbourne for over 6 years now and our client base is growing there so we are pleased to be able to enhance our service there.

#### **5. Training grants for small business**

I did notice during the Australian election campaign that the Labour party was offering a grant of \$1500 per year for training. How and when this becomes available will be of interest to some readers and I will keep you notified of any developments.

#### **6. fmi gains Quality Training reaccreditation for 5 years**

I am delighted to tell you that we achieved our re-registration as a training organisation through VETAB just before Christmas meeting the stringent new Quality Standards with no changes required – many thanks to all in the fmi team who contributed to this high standard. Our auditor was very professional and our thanks to VETAB for the way this was organised.

#### **7. Safety Mentoring Programs**

I have gained my own certificate recently! WorkCover NSW awarded me one for participation in the "Safe Business is Good Business" Mentor Program. I trained a range of Safety Managers from large organisations in mentoring skills and they mentored Safety Managers from smaller businesses. A great program and very rewarding. I will also be involved with an ACT version in the next few months. Participation in these programs is free for both mentees and mentors and if anyone is interested in finding out more please contact me.

#### **8. New Diploma of Management endorsed**

I am pleased to tell you that the updated Training Package BSB07 was endorsed in December and we will be adding the new Diploma of Management from this package to our scope when it is ready to "roll over". If you are interested in upgrading to this new Diploma please email me and I will contact you as soon as we have this available.

#### **9. Individual Participant Assessment Status Reports**

If you are currently enrolled as an "individual" participant in an fmi Diploma or Certificate IV course we will be sending you an assessment status report in January and thereafter 6 monthly until you complete. This is an improvement we have recently initiated to help people keep track of their status

#### **10. Certification for ex-participants of programs**

Occasionally someone will drop out of a fmi program without having completed all requirements. In this case you may be eligible to have Statements of Attainment issued for the units you have completed and been assessed as competent

for. If you believe this may apply to you please contact me with details (including phone number and email) and we will issue any certification due. Units of Competency may help you gain recognition of Prior Learning (RPL) for future study so it is sensible to ensure you have your certification up to date.

#### **11. Tailoring management development programs**

Increasingly the Frontline Management Institute is being asked to tailor custom designed programs to meet the needs of organisations. These can range from half a day to forty days delivery over periods up to four years. Delivery can be face to face, using internal organisational trainers or through email so the mix is a very wide range. If you would like to discuss how a program can be tailored to your needs please contact me directly and I will be pleased to discuss this with you.

#### **12. Pre-assessing current and potential Frontline managers and supervisors**

Given our wealth of specialist experience in assessing frontline managers over many years we have been asked to provide advice and assistance to some clients on ways to pre-assess current and potential frontline managers and supervisors prior to their appointment. We now offer this as a business service and can provide a range of services from general advice to detailed tailored pre-assessment. Please contact me if your organisation is interested in this service.

#### **13. fmi Honorary Diploma of Management awarded to Mike Dedman of BLL**

I am absolutely delighted to let you know that Mike Dedman of Bovis Lend Lease was awarded an honorary Diploma of Management by the Frontline Management Institute recently. Mike is a dedicated senior manager who has significantly contributed to the management development within BLL and we are delighted he has accepted this award.

#### **14. fmi Team Updates**

Ruby Lucas has finally graduated from the University of Technology Sydney with many Distinctions and Credits in Business and Marketing. Well done Ruby! Ruby has now started working as Promotions Manager for SHE Promotions working with music events and touring artists. Ruby promoted a sell out concert on New Year's Eve so she obviously can put the theory into practice!

Val Markovski has relocated to Melbourne from where he will continue to represent fmi. Good luck with the move Val!

#### **Upcoming fmi Job Vacancy**

Fmi will be recruiting a new team member over the next few months to liaise with corporate clients. Any readers interested in this role please contact me directly.

**Kind regards**  
**Larry Lucas**  
**Director**

**Frontline Management Institute**

About fmi blueprint:

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