



the fmi blueprint

performance and leadership
development news

A free newsletter from Larry Lucas at the Frontline Management Institute
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December 2006 Please pass on to others who may be interested.

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As the year draws to a close I'd like to thank all of our fmi clients, team and colleagues who have worked with us this year and wish you all Season's Greetings. – Larry Lucas

1. 2007 Training Calendar Launch

The Frontline Management Institute has recently launched our new fmi Training Calendar of public courses for 2007. We have several exciting new additions including 'Leadership Skills for Managers', 'Making the Transition to Supervision' and, due to strong popular demand, a non-accredited short 'Train the Trainer' course. Overviews for these courses are available on our website, or you can request them directly by emailing us at fmi@managementcando.com. All of our public courses can also be run as an in-house course in your organisation.

Please note it is now possible to complete a full Management Development Program up to Diploma level through our public courses. Participants can start at any time of the year with fmi.

Special offer – expires 31 December 2006

All 2007 public courses booked and paid for before 31st December 2006 will be given a 10% discount off the full price. This offer is not available in conjunction with any other offer.

2. Improvements to fmi assessment process

I am very pleased to announce that following our 2006 program reviews with clients we have now made several improvements to our assessment processes. These include:

1. A dedicated new assessment email address at assess@managementcando.com.
2. Upgraded assessment competency application questions for the Certificate IV in Business (Frontline Management) – these include rewritten questions for improved relevance and a direct referral to the relevant Performance Criteria
3. The introduction of a new improved written guide for mentors outlining their role in relationship to participants and their assessment submissions
4. Improved reporting systems for client feedback.

We thank all our clients who have worked with us to help us make these improvements.

3. Exciting New fmi Training Courses

After many months of research and development combined with many early mornings and late nights of focused creativity, the fmi team is happy to announce the release of several new programs to add to our comprehensive range of existing programs. Here are a few of them:

Train the Trainer – short course

For many years fmi delivered the Certificate IV in Workplace Assessment and Training to training professionals in Australia and New Zealand. In recent months we have received a number of requests to provide a much shorter, non-accredited program which can provide all of the basic skills required to deliver professional in-house programs and presentations.

Making the Transition to Supervision

It's a big change making the transition from team player to team leader. For many new supervisors it's their first step onto

the launching pad for their new career. It's a phase that can be filled with many traps and even more questions. How do I earn the respect and not lose the friendship? How do I fit into the corporate structure and what is expected of me? How do I fill the gap between management and employee? How do I deliver the best results for all stake holders? These questions are very common for those who are making the transition and form the basis for this exciting new program. The program is one day and can be delivered in-house or attended through one of our Sydney Public Workshops already scheduled for next year. It is a big change and this program has been designed to make sure there is a sound foundation to take that first step on.

Leadership for Results

Our most popular short program for many years has been the Management Skills for New Managers course. In two days it introduces many of the skills required in today's environment and provides a strong foundation for those who have already taken, or are about to take the step into a new management role.

The Leadership for Results course has been designed to help those managers who are ready to take the next step (or is it a giant leap?!) into becoming inspirational leaders. For those who are ready to take the next step and fill their world with inspired team members, then this is the program for you.

Building Professional Confidence and Assertiveness

This very practical course has been developed specifically by fmi to help participants build essential professional skills in confidence and assertiveness. The course gives participants practical skills, techniques and useful tips that will increase confidence, make people more assertive in workplace situations, and help give a professional, calm and focused image in workplace communications.

This program is very different from "basic assertiveness" building programs in that it enables participants to develop real confidence in the way they apply the skills they learn.

4. BOC Graduations

The end of the year has also seen the completion of a number of programs for one of our most loyal customers, BOC. In fact over the past few weeks, three groups have graduated around Australia.



Featured in the photograph are some of the graduates from

the two Queensland FLP and Diploma programs who graduated on the 26th of October and as you can see – boy were they happy. Congratulations to all the graduates who have completed their programs recently! We are sure that all the hard work over the past year or two will assist in achieving amazing results in the years to come.

5. fmi welcomes new clients

With the another year almost over and many hopes and challenges for the new year ahead, a number of new clients have joined the fmi family.

It is with great pleasure that we welcome Austex Dies Phoenix, Toll Air Services, Transfield Services, Bluescope Steel Port Kembla Alliance, Veolia and Merck to our list of partner clients.

Of course the proximity to the end of the year means that Christmas is just a round the corner. So the team at fmi would like to take this opportunity to wish all our clients past, present and future a happy festive season and a prosperous and satisfying new year.

6. New Frontline Management Qualifications - Update

In the last issue of Blueprint I reported on some changes to the Frontline Management Qualifications that are being planned for 2007 in the Business Services Training Package. The consultation process is still ongoing. It looks as if the Certificate III will definitely disappear, the Certificate IV will be retitled "Certificate IV in Frontline Management" and the Diploma will become "Diploma of Management". I will keep you updated with progress in future issues. The latest changes are posted at IBSA at http://www.ibsa.org.au/content/latestnews/bsb01_review_update.html

7. fmi Community – a spirit of giving

In 2005 fmi set up fmi Community, the aim of which is to give back direct value from fmi to the community. Here are some of the things fmi Community has undertaken this year:

fmi Community Scholarships

We launched fmi Community Scholarships in December 2005. These Scholarships are for people working in not for profit organisations in community and health sectors and provide 50% of fee support for fmi programs directly from fmi. Participants have included people from Marist Youth Care and Carers ACT among others. When combined with government funding organisations can achieve a positive cash flow through training their leadership teams through fmi Community Scholarships. We are pleased to advise and support both individuals and community organisations through this program. Up to 100 scholarships will be available for 2007 on a first come, first served, basis.

Go Young Biz – Mentoring for Young Entrepreneurs

About the middle of this year I was invited to become a mentor on the Go Young Biz program for young business people. The program was set up on the Central Coast by Mary Hendriks who brought it to Sydney this year where she coordinated it through the Sydney Community College. I have licensed some of fmi's mentoring guide to this program free of charge in order to support it. The first Sydney group graduated last week and held a great exhibition of their work.

Personal Fitness Training Studio – Evolve Health and Fitness

fmi Community is keen to support health and fitness in the community. With the New Year's Resolutions on the horizon many readers will be seeking to get fit. Derek Scott has been a top Personal Fitness Trainer at the Hyde Park Club for many years and is one of the best in his field. I am now pleased to say Derek has set up his own Personal Fitness Training Studio in the inner north area of Sydney. The Evolve studio provides personalised fitness training. As a special introduction Derek is offering readers of this newsletter an initial training session for a nominal \$20 up until the end of January 2007. I personally recommend Derek's services. For bookings or more information contact Derek on 0403 150

613 or derek@evolvehealthandfitness.com or visit the Evolve website at www.evolvehealthandfitness.com

Sydney Children's Hospital

With Christmas come thoughts of giving. One of the most deserving causes fmi Community recommends is Sydney Children's Hospital which provides services for children from the South Pacific Region as well as from Sydney. For details of donations follow this link: <http://www.chw.edu.au/about/fundraising/donate.htm>

8. fmi Interview – Jeremy Aitken

Jeremy Aitken is one of fmi's key trainers with wide experience. Jeremy is very popular and often requested specifically by fmi clients. Jeremy was interviewed by Ruby Lucas.



Jeremy, how did you first move into training?

Mostly by accident - I was a mere lad at the time, and had recently moved from a country town to "the big smoke". Surprisingly, I found there was not much call for tractor drivers or post-hole diggers in the city, so I ended up in a sales role. The company had a library of motivational books and tapes - and in my innocence I thought this motivational training was what all trainers did! A few years later I found my first training job, and was shocked to find that it was not just motivational speaking! But, I really liked training, so I stayed on.

How do you think the training that you offer benefits people/organisations?

Leadership and business skills development help the organisation evolve, become more successful, and help make it a great place to work. It's important that people can give their best - it is a quality of life issue, since we spend one third of our day at work. We [trainers] help that process - we are very fortunate to be able to work with people in this way.

What do you see as the biggest challenge for people who are developing as managers?

There is no exact route map of the territory. The challenge for the manager is to keep on keeping on - day by day, week by week, and year by year, in the face of various 'unknowns'. The results are cumulative. Now the good news - in my opinion good management is mostly a case of deploying common sense skills regularly and often. You don't need a PhD, but I think a good manager does need to be resolute.

For the full interview please refer to our website

Jeremy Aitken next presents fmi's Management Skills for New Managers on 19th – 20th March 2007 and fmi's Time Management on 21st March 2007

9. Take fmi for a Test Drive!

It makes good sense to bring fmi training directly to your team as an in-house program.....it makes even more sense to take us for a Test Drive first.

Book any fmi Sydney public course and tell us that you are taking us for a Test Drive so you can experience our quality first hand. If you decide to book an equivalent in-house program to be delivered within the next six months anywhere in Australia fmi will deduct the cost of your Public Course from your In-House Program



Season's Greetings from Larry and the fmi team!

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