

# operational plans

fmi course number: FM02

Duration  
1 day

## .....course overview

This course provides useful practical guidelines that will help frontline managers build a sound foundation to planning, implementing, monitoring and recording performance to achieve the business plan of the teams and organisation. This helps to provide safe, efficient and effective products and services to satisfy customers within the organisation's productivity and profitability plans.

This course provides useful tools for team and project planning that can be applied directly in the workplace. It helps managers use key performance indicators as part of the planning and monitoring process. The importance of risk management in the planning phase is identified. The course provides useful strategies for planning physical and human resource use and acquisition. Performance monitoring and adjustment approaches are explored. The importance of feedback for continuous improvement is examined in the context of participants' own work scenarios.



## .....key content

- Developing plans that align with organisational objectives
- Research and analysis of resource requirements
- Consultation in the preparing of plans
- Developing KPIs and/or other suitable measures
- Assessing risk and preparing contingency plans
- Preparing presentations for resource proposals
- Recruitment, selection and induction of human resources
- Acquisition of physical resources
- Monitoring of operational performance
- Monitoring budgets, productivity and profit
- Addressing poor performance
- Provide mentoring and/or coaching for resource use
- Negotiating changes to operational plans
- Reporting and maintaining records

## .....what objectives can I achieve?

1. Manage operational plans
2. Acquire and manage resources
3. Manage operational performance



## Who this course is useful for

All managers working at frontline level from team leaders, supervisors, frontline managers, unit or section managers, customer service or sales managers, divisional unit managers. All other people who would benefit from an increased ability to meet the outcomes of this course as part of their role at work.

### Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

### Assessment

Assessment for this course is optional. This course can be linked to competency unit *BSBMGT402A Implement Operation Plan* (assessed at Certificate IV level) or *BSBMGT515A Manage Operation Plan* (assessed at Diploma level). Please contact us for further details

### Dates and locations

**Course Dates:** Sydney  
For dates please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

**Time:** 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

### Fees

For fees please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

### Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

### Booking

To book, phone +612 9660 0199

Email fmi to find out how we can help you:  
[fmi@managementcando.com](mailto:fmi@managementcando.com)

### Contact frontline management institute

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