

# team effectiveness

fmi course number: FM04

Duration  
1 day

## .....course overview

This course explores how Frontline Managers can best lead, facilitate and empower high performance work teams in their organisation. Strategies and skills for team planning, team motivating and energising, managing performance and developing team members are developed in this practical workshop. Practical guidelines and practice in running focused and efficient team meetings form a valuable addition to the frontline managers' skill set.



## .....key content

- Leading a high performance team
- Establishing team goals, roles and responsibilities
- Analysing team competencies
- Communicating in teams
- Managing team dynamics
- Motivating and energising a team
- Managing issues and problems that occur in teams
- Developing team commitment, cooperation and cohesion
- Using a SWOT analysis for team development
- Running focused and efficient team meetings
- Managing and monitoring team performance
- Coaching and mentoring for improved team performance
- Leading by role modelling
- Liaising with management and other stakeholders

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

1. Carry out team planning
2. Develop team commitment and cohesion
3. Participate in and facilitate the work team
4. Liaise with management and other stakeholders



## 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.

### 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 *BSBWOR402A Promote Team Effectiveness* (assessed at Certificate IV level) or *BSBWOR502A Ensure Team Effectiveness* (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@frontlinemanagementinstitute.com.au](mailto:fmi@frontlinemanagementinstitute.com.au)

### Contact frontline management institute

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Location & Post

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