

# information systems

fmi course number: FM06

Duration  
1 day

## .....course overview

This course provides strategies and techniques for effective collection, analysis and use of information in the workplace. Frontline Managers are an important contributor and user of information. Their competency in identifying, acquiring, analysing and using appropriate information plays a significant part in the effectiveness of the organisation's performance in a competitive environment.

Frontline managers, who may face either a confusing surplus or an annoying shortage of data, will be given useful strategies and approaches to identify what information is required and source it effectively. We look at new professional approaches to collecting and analysing information to make it more useful for the organisation. Participants use a variety of practical analytical tools and explore some of the principles learnt from knowledge management.

Effective ways to prepare a business case or business plan are explored and participants are given practical guidelines in preparing an outline business proposal.



## .....key content

- Identifying information needs of team
- Obtaining relevant information and sources
- Analysing and interpreting information: from information to intelligence
- Storing and retrieving information
- Presenting information appropriately
- Technology and information
- Management information systems (MIS), Customer Relations Management (CRM) and team information requirements
- Privacy aspects of information
- Business plans
- Preparing budgets
- Contingency planning
- Preparing resource proposals

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

1. Identify and source information needs
2. Collect, analyse and report information
3. Use management information systems
4. Prepare business plan/budgets
5. Prepare resource proposals



## 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 *BSB IMN401A Implement Workplace Information Systems* (assessed at Certificate IV 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

Email: [fmi@managementcando.com](mailto:fmi@managementcando.com)

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Location & Post

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