

workplace learning

fmi course number: FM09

Duration
1 day

.....course overview

This course explores the way in which Frontline Managers can effectively encourage and support workplace learning and development. With the rapid pace of change and innovation today people must constantly update their skills and knowledge to perform effectively. Learning new and better ways to do things is a must for all team members if the team is to be successful in meeting their key performance indicators.

This course provides an introduction to a wide range of useful development approaches and tools. It gives guidelines for mentoring and coaching. Strategies for developing buy-in to learning from team members are examined in the light of participants own work team situations.



.....key content

- Learning and its effect on performance
- The vital role of the frontline manager in learning
- Aligning learning to organisational goals, strategies and KPIs
- Trends in learning and development: beyond the Learning Organisation
- Competency based training and learning or what happens when the wheels hit the road!
- Determining learning and development needs
- Selecting a learning development strategy: what's the best choice?
- Effective learning and development plans
- Learning styles
- Overcoming learning barriers
- Recognising achievements
- Keys to mentoring
- Tips on coaching
- Monitoring individual development
- Keeping useful learning and development records
- Measuring return on investment (ROI) in learning
- Preparing a business case for learning and development solutions
- Your own professional development plan

.....what objectives can I achieve?

1. Create learning opportunities
2. Facilitate and promote learning
3. Monitor and improve learning effectiveness



Who this course is useful for

All managers working at a 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 *BSBLED401A Develop Teams and Individuals* (assessed at Certificate IV level) or *BSBLED501A Develop a Workplace Learning Environment* (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

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

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:
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