

manage people performance

fmi course number: MAN01

Duration
2 days

.....course overview

This highly interactive course helps people to develop the skills, knowledge and mindset of a successful people manager and leader of team members within an organisation.

Frontline Managers play a key role in managing and leading individuals within work teams. They play a prominent part in managing the performance of people who report to them directly and in providing leadership to teams.

This course explores the essential qualities of successful people managers. This includes managing the performance of individuals in teams and addressing performance related issues. It explores how an effective people manager can address issues and problems of individuals in teams.

Importantly the course provides a focus on how to build support and commitment within the work team.

It also provides techniques to review and evaluate management of individuals within the work team, so that there is ongoing development of performance.

An extremely valuable and stimulating course for anyone in a people leadership role, whether experienced or moving into the role.



.....key content

- The role of a people manager
- Qualities of an excellent people manager
- People management styles
- Developing performance plans and setting performance standards
- Allocating work
- OHS and other legal requirements affecting people management
- Coaching and mentoring to develop capabilities
- Managing performance
- Assess and review performance
- Dealing with issues and problems in teams
- Motivating to build support and commitment
- Continuous improvement of performance

.....what objectives can I achieve?

1. Allocate work and manage performance of people in teams
2. Assess and review performance
3. Provide feedback on performance
4. Address performance related issues through managing performance
5. Build support and commitment within the work team
6. Follow up on performance management of people within the work team



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 *BSBMGT502B Manage People Performance* (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:
fmi@managementcando.com

Contact frontline management institute

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Location & Post

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