

# management skills for new managers

fmi course number: ML01

Duration  
2 days

## .....course overview

The challenge of managing other people is both exciting and demanding. You play a vital role in making sure that the team performs. You need good people skills as well as an understanding of the technical aspects of the work.

This popular interactive course helps new managers, or those with some experience, who want to further develop skills, learn and practise both people skills and management skills to develop good performance from the team. It helps you get organised and plan your work, projects and time management with lots of practical hints and tips. It helps you look at leadership styles that will suit your situation and understand the motivation of people at work. It gives practical advice on delegating, running effective team meetings, being assertive, resolving conflicts, coaching and communicating. The course also helps you plan your future development as a manager.



## .....key content

- Your role as a manager
- Effective Communication with your team, your managers and your customers
- Performance Management & Leadership Styles
- Motivate your team
- People skills for the workplace
- Running effective team meetings
- Delegating
- Coaching your team
- Organising work:
- Work priorities
- Managing time
- Managing projects
- Issues Managers Face:
- Resolving conflict
- Being assertive as a manager
- Dealing with difficult situations
- Overcoming barriers and surviving stress
- Balancing your life and work
- Moving forward as a manager

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

1. Define your role as a manager
2. Select appropriate leadership styles for your work situation
3. Organise work priorities, time management and schedules
4. Apply effective people skills as a manager
5. Plan your future development as a manager

## Who this course is useful for

All new managers or those working towards becoming a manager, supervisor, team leader, frontline manager or customer service supervisor. Managers or supervisors with experience who want to enhance their skills and knowledge. All other people who would benefit from an increased ability to meet the outcomes of this course as part of their role at work



### Client Feedback

*"Thoroughly enjoyed it! Jeremy had my full attention and involvement and I greatly valued his experience, his advice and his presentation. He interacted well and helped all of use help each other. Nice work!" – D. De Stoop, Crea*

### 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 unit is optional. This course can be linked to competency unit [BSBWOR402A Promote Team Effectiveness](#) (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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