

## management skills for experienced managers

fmi course number: ML08

Duration  
2 days

### .....course overview

The challenge of managing is both exciting and challenging. Experienced managers make sure that the team performs to their optimal levels. You need good people skills as well as an understanding of the technical aspects of the work.

This popular interactive course helps experienced managers review and enhance both people skills and management skills to develop outstanding performance from the team. It helps you improve organisation and planning for your work, projects and time management with lots of practical hints and tips. It helps you review leadership styles that will suit your situation and understand the motivation of people at work. It gives practical advice on ways to enhance delegating, running effective team meetings, being assertive, resolving conflicts, coaching and communicating. You will review how you can apply continuous improvement approaches to managing work. The course also helps you plan your ongoing development as a manager.



### .....key content

- Review of 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
- Enhancing effective team meetings
- Advanced delegating
- Coaching your team
- Improving work priorities and managing time
- Issues experienced managers face:
  - Resolving conflict
  - Being assertive as a manager
  - Dealing with difficult situations
  - Overcoming barriers and surviving stress
- Continuous improvement
- Balancing your life and work
- Moving forward as an experienced manager

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

1. Review your role as a manager
2. Understand the value of appropriate leadership styles for your work situation
3. Enhance work priorities, time management and schedules
4. Optimise effective people skills as a manager
5. Apply continuous improvement approaches to managing work
6. Plan your ongoing development as a manager



## Who this course is useful for

All experienced managers with at least one year's practical management experience who want to enhance their skills and knowledge.

### 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 *BSBMGT502B Manage People Performance* (assessed at Diploma level). Please contact us for further details

### Dates and locations

This course is offered as a public course. Please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au) for scheduled dates.

### 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**

### Contact frontline management institute

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