



frontline management institute
performance and leadership development



Training Course Catalogue

What makes fmi **unique**?

We are results orientated

Frontline Managers who take part in our specially designed program are guided to carry out significant workplace projects that demonstrate actual performance improvements.

We involve you and your team

At fmi we strive to deliver Management Development Programs that involve your people at all levels. We work with you to make sure that all the key stakeholders in your program are involved as much as is possible and practical.

We offer unlimited options

There are no limits to what we can design and deliver for you.

We provide unmatched tailoring

To ensure as much relevance for the participants as possible, all of our corporate programs are tailored to suit our client's specific needs. Certainly there are National Competency Standards to support the program, but fmi programs make sure it's there to support and not dominate the program.

We provide measurable results

Fmi participants achieve measurable results that they, their direct managers and senior managers in the organisation can see will benefit both them and your organisation.

We ensure a strong Return on Investment (ROI)

The Frontline Management Institute has designed its programs to allow a direct measurement of return on investment (ROI). All projects have a dollar value for improvement that the project has attributed towards. This dollar value is signed off by a mentor and direct line manager.

We are extremely flexible

At fmi we work with your clients to explore every possible option to ensure true value from our programs. We are able to provide flexible delivery options, flexible support options and flexible assessment options.

Our Facilitators

fmi's facilitators are some of the most talented management trainers working in Australia today. Our amazing facilitators bring into the training room with them the combined experience of scores of other leading client organisations.

fmi courses

Frontline Management Courses	Managing and Leading Courses	Personal Performance Courses	Communication & Customer Service	Executive Development Centre
<p>FM-01 Work Priorities</p> <p>FM-02 Operational Plans</p> <p>FM-03 Workplace Relationships</p> <p>FM-04 Team Effectiveness</p> <p>FM-05 Customer Service</p> <p>FM-06 Information Systems</p> <p>FM-07 Work Safety</p> <p>FM-08 Continuous Improvement</p> <p>FM-09 Workplace Learning</p> <p>FM-10 Leadership</p> <p>MAN-01 Manage People Performance</p> <p>MAN-02 Manage Innovation and Change</p> <p>MAN-03 Manage Projects</p> <p>MAN-04 Manage Budgets</p> <p style="text-align: right;">Page 4</p>	<p>ML-01 Management Skills for New Managers</p> <p>ML-02 Mentoring at Work</p> <p>ML-03 Coaching Skills for Outstanding Performance</p> <p>ML-05 Effective Delegation</p> <p>ML-06 Making the Transition to Supervision</p> <p>ML-08 Enhancing Managerial Skills (for Experienced Managers)</p> <p>ML-X2 Business Case Planning</p> <p style="text-align: right;">Page 9</p>	<p>PE-01 Time Management</p> <p>PE-02 Conflict Management</p> <p>PE-03 Effective Negotiation</p> <p>PE-04 Building Professional Confidence & Assertiveness</p> <p>PE-05 Workplace Relationships & Emotional Intelligence</p> <p>PE-06 Stress Management</p> <p>PE-X2 Meeting and Facilitation Skills</p> <p style="text-align: right;">Page 11</p>	<p>CM-01 Effective Communication & People Skills</p> <p>CM-02 Powerful Presentations</p> <p>CM-03 Customer Service Skills</p> <p>CM-06 Train the Trainer</p> <p>CM-07 Tools to Sharpen Your Business Writing Skills</p> <p>CM-08 Advanced Presentation & Facilitation Skills</p> <p style="text-align: right;">Page 13</p>	<p>ED-01 Strategic Leadership for Results</p> <p>ED-02 Business Strategy</p> <p>ED-03 Business Planning & Implementation</p> <p>ED-04 Innovation & Continuous Improvement</p> <p>ED-05 Creating a Mentoring Culture</p> <p style="text-align: right;">Page 15</p>



Frontline Management Programs

FMI delivers accredited tailored Management Development Programs leading to the following qualifications:

cert IV
in frontline management
BSB40807

- FM01 Work Priorities
- FM02 Operational Plans
- FM03 Workplace Relationships
- FM04 Team Effectiveness
- FM05 Customer Service Management
- FM06 Information Systems
- FM07 Work Safety
- FM08 Continuous Improvement
- FM09 Workplace Learning
- FM10 Leadership

diploma
of management
BSB51107

- FM01 Work Priorities
- FM02 Operational Plans
- FM04 Team Effectiveness
- FM05 Customer Service Management
- FM07 Work Safety
- FM08 Continuous Improvement
- MAN01 Manage People Performance
- MAN02 Manage Innovation & Change

Delivery option	Fees*
Public Courses	See Calendar for fees
Corporate Courses	Corporate Courses are custom tailored in-house programs for organisations. Requirements of different organisations vary, as do delivery options selected and numbers of participants. Once agreement is reached on requirements a written quotation is provided, usually within 24 hours. Please contact FMI by phone +61 2 9281 2635 or email fmi@managementcando.com to discuss your particular requirements.
Open Learning	See Calendar for fees
Recognition Processes: Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC)	See Calendar for fees Please note no fee is charged by FMI for RPL of competency units in this Qualification for which currently valid Statement of Attainment has been issued by another Registered Training Organisation.

*The Frontline Management Institute reserves the right to vary prices without prior notice in the future

Frontline Management Courses



Work Priorities

There is an increasing demand on people to improve performance in the workplace, but working hard and being effective are two entirely different things.

This practical hands-on course gives strategies and techniques for personal work management and professional development. It covers setting realistic goals, managing your own performance and maintaining a balance between your work and personal life. It provides techniques to focus your efforts, attention and energy on activities and behaviours that will help reach work goals.

Duration: 1 day



FMI Course No: FM01

Operational Plans

This course provides useful practical guidelines that will help frontline managers build a sound foundation to planning, implementing, monitoring and recording performance to achieve the business plan of the teams and organisation. This helps provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans.

This course provides useful tools for team and project planning that can be applied directly in the workplace. The course provides useful strategies for planning physical and human resource use and acquisition.

Duration: 1 day



FMI Course No: FM02

Workplace Relationships

This course explores the way Frontline Managers play an important role in developing and maintaining positive relationships in the workplace with their team, their peers and their own managers as well as customers and suppliers.

This course helps participants plan and deliver effective communication, which both informs and persuades and is truly two-way communication involving effective listening, interpretation of body language and people skills. This course is excellent for developing the people skills, which are a cornerstone for effective people management.

Duration: 1 day



FMI Course No: FM03

Team Effectiveness

This course explores how Frontline Managers can best lead, facilitate and empower high performance work teams in their organisation. Strategies and skills for team planning, team motivating, managing performance and developing team members are developed in this practical workshop. Practical guidelines and practice in running focused and efficient team meetings form a valuable addition to the frontline managers' skill set.

Duration: 1 day



FMI Course No: FM04

Frontline Management Courses



Customer Service Management

All Frontline Managers and their teams are involved in providing customer service to either external customers or internal customers. In an increasingly competitive and service focused market, customers expect and demand increased levels of service.

This course provides extremely useful and practical approaches for Frontline Managers to help ensure that products and services are produced, delivered and maintained to standards agreed by the organisation and the customer.

Duration: 1 day



FMI Course No: FM05

Information Systems

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 learned from knowledge management.

Duration: 1 day



FMI Course No: FM06

Work Safety

Promoting a safe workplace has to be the first priority in all responsible organisations. Apart from legal compliance requirements and ethical issues there are benefits not only for individuals but also for the organisation due to increased savings and productivity.

This course reviews key duty of care responsibilities of team leaders and their organisations under Occupational Health and Safety guidelines. It provides an overview of OHS systems and provides practical tools for identifying hazards, assessing risks and identifying risk control measures. It also explores ways to encourage team members to promote a safer work environment and take greater responsibility for work safety.

An extremely useful course that is of critical importance for all frontline managers.

Duration 1 day



FMI Course No: FM07



Continuous Improvement

There is an increasing need for organisations and their managers continually to raise their performance level. Increased competition, raised customer expectations, powerful market forces, rapid technology developments, rising standards and regulations all contribute to this pressure.

This Course in Continuous Improvement helps managers to implement continuous improvement systems and processes in the workplace that provide meaningful and systematic improvements to the business. This course focuses upon very practical ways managers and their teams can be proactive in implementing improvements, rather than just being reactive in inspecting and fixing what doesn't work. The course is designed in a way that develops participants' ability to apply the learned principles immediately back in the workplace.

Duration: 1 day



FMI Course No: FM08

Workplace Learning

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.

Duration: 1 day



FMI Course No: FM09

Leadership

Frontline Managers play a key role in the leadership of their organisation and this is most evident in the way in which they conduct themselves, the initiative they take in influencing others, and the way they manage responsibilities.

This course explores the essential qualities of successful workplace leaders, and the skills and knowledge they can develop to influence teams positively. From the focus of effective goal setting and decision-making the course provides strategies to optimise leverage and to empower your people. Performance drivers and the balanced scorecard are explored. Practical models for effective decision making provide valuable leadership tools. An extremely valuable and stimulating course for anyone in a leadership role, whether experienced or moving into the role.

Duration: 1 day



FMI Course No: FM10

Frontline Management Courses



Manage People Performance

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.

Duration: 2 days



FMI Course No: MAN01

Manage Innovation & Change

Change and innovation are driven in the workplace by increasing competitiveness, the rapid pace of technology and customer and stakeholder expectations. Frontline Managers have an active role in fostering this change and stimulating innovation. They have a creative role in ensuring that individuals, the team and the organisation gain from change, and that the customer benefits through improved products and services.

This course will explore interesting and effective practical ways to stimulate people to come up with new and innovative ideas. It will also provide strategies and tools to implement change in the work environment so that people support changes that benefit the organisation. There is a strong focus on what the frontline manager can do to ensure that change is planned and implemented effectively. The course provides techniques to ensure the sustainability of the organisation before, during and after the change process is implemented.

Duration: 2 days



FMI Course No: MAN02

Manage Projects

The skills to manage projects are crucial for anyone who is leading or playing a key role in a project in an organisation. It is essential to be able to plan, implement and monitor a project through its various stages.

This very practical course enables participants to understand the fundamentals of project management and to identify the key actions they must take at each stage of a project to manage it in the most effective way.

Duration: 2 days



FMI Course No: MAN03

Manage Budgets

This course develops the skills required for financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes in line with the financial objectives of the work team and the organisation.

Duration: 2 days



FMI Course No: MAN04

Managing & Leading Courses



Management Skills for New Managers

The challenge of managing other people is both exciting and demanding. Managers play a vital role in making sure that the team performs well. Managers 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 participants to organise and plan work, projects and time management with lots of practical hints and tips. It looks at leadership styles that will suit individual situations and helps 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 participants plan their future development as a manager.

Duration 2 days



FMI Course no. ML01

Mentoring at Work

This Course is designed to train mentors in organisations.

Mentors work with others in their organisation guiding, advising and sometimes coaching them in management or specialist skills.

This popular course, delivered in-house to organisations, looks at the role of mentors in the organisation as well as developing core skills in mentoring.

The program can be tailored to meet the individual mentoring requirements of organisations.

It is also delivered for organisations which have participants in the Frontline Management Institute's Management Development Programs including Diploma or Certificate in Business (Frontline Management) programs. These Mentors work with participants advising and signing off on workplace projects, which are part of the assessment process.

Duration: 1 day



FMI Course no. ML02

Coaching Skills for Outstanding Performance

There is an increasing demand on managers at all levels to improve performance in the workplace. One of the most powerful ways for a manager to improve performance is through coaching people on their team. Coaching is now viewed as a fundamental part of a manager's role.

This practical hands-on course gives strategies and techniques for identifying key areas where there is a need for coaching, planning the coaching, carrying out coaching, arranging for practice and assessing the improved performance.

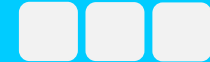
This is a very valuable skill development opportunity for every manager's toolkit!! You can start applying the principles and skills immediately for improved performance.

Duration: 2 days



FMI Course no. ML03

Managing & Leading Courses



Effective Delegation

This course explores how managers and leaders will best delegate effectively to achieve high performance and productivity from their team members.

Strategies and skills for planning delegation, carrying out the delegation, managing performance of the delegatee are all developed in this practical workshop.

The techniques to match the task to the delegatee's capabilities are identified Practical guidelines in carrying out the delegation are given and practised. Useful strategies for monitoring and measuring delegatee's performance are identified.

Duration: 1 day



FMI Course no. ML05

Making the Transition to Supervision

Making the transition from team player to team leader can be difficult and very challenging. For many new supervisors it's their first step onto the launching pad for their new career. It's a transition that can be filled with many traps and even more questions.

This program has been specifically designed to assist new supervisors to identify and analyse the steps required to make this all important transition. Participants complete an "Action Plan for Success" throughout the program which can be reviewed and monitored by their manager during the transition period.

Duration: 1 day



FMI Course no. ML06

Enhancing Managerial Skills (for Experienced Managers)

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.

Duration: 1 day



FMI Course no. ML08

Business Case Planning

This course will help you develop a business case within your organisation.

It includes:

- How to source relevant information
- How to correlate information
- How to present information in a business case

This course provides strategies and techniques for effective collection, analysis and correlation of relevant information.

A core model for developing a business case is provided which can be adapted as appropriate to a wide range of situations.

Participants are given practical guidelines in preparing an outline business proposal and are then given the opportunity to develop a simulated business case for and improvement that is related their own business.

Duration: 1 day



FMI Course no. MLX2

Personal Performance Courses



Time Management

In today's competitive and technology driven work environment it is essential that you optimise your time use. Increasingly the focus in work is on increasing performance levels. This often means a demand to achieve more in less time.

This course helps you gain increased control of your time use, focus on important objectives and work smarter to achieve more effective results. Based on best practices that work well this course gives you strategies, plans, hints and tips that you can immediately apply to improve your time management. It recognises that different people have different styles of time management that are effective for them and their particular type of work and lets you customise your time management approach to best suit yourself, your organisation, your technology and your type of work.

You should aim for a 10% gain in productive time use within the first week of application of the principles learned. Importantly you will plan actions to help you sustain improved time use.

Duration: 1 day



FMI Course No: PE01

Conflict Management

The skills to manage and help resolve potential conflict are crucial for people working in organisations. Whether a manager, team leader or a team member it is essential to be able to deal with disagreements and conflicts in a positive way that enables people and organisations to develop and change in challenging times.

This very practical course enables you to identify common types of conflict in work situations and develop and implement strategies and skills to manage conflict in a positive way.

Duration: 1 day



FMI Course No: PE02

Effective Negotiation

Effective negotiation adds directly to the performance and outcomes for an organisation. The knowledge and skills to negotiate effectively are essential for anyone with responsibility to improve results through negotiation with customers, suppliers or others within the organisation.

This very practical course enables you to identify the core steps in negotiation and implement strategies and skills to optimise negotiation outcomes in a positive way.

Duration: 1 day



FMI Course No: PE03

Building Professional Confidence & Assertiveness

This very practical course has been developed specifically by fmi to help you build essential professional skills in confidence and assertiveness. The course gives you practical skills, techniques and useful tips that will increase your confidence, make you more assertive in workplace situations, and help you present a professional, calm and focused image in your workplace communications.

This course identifies and helps participants practise and apply assertive techniques appropriate for the situation and the people involved. Participants learn to select and apply assertive behaviour as opposed to aggressive or non-assertive behaviour. The course also provides valuable strategies for dealing with difficult and challenging work situations and difficult people.

Duration: 2 days



FMI course No: PE04

Personal Performance Courses



Workplace Relationships & Emotional Intelligence

This course explores the way team members can optimise their role in building and maintaining positive relationships and communication in the workplace within their team, linking across to other teams and with customers. As rules for work are changing people are being judged not just by technical ability but by their ability to deal with other people ("social competence") and to manage their own emotional reactions to work situations ("personal competence").

This course explores how people can use the contemporary understanding of emotional intelligence to be more successful at work, improve relationships with colleagues and customers and also improve chances of promotion.

Duration: 1 day



FMI Course No: PE05

Stress Management

Stress may arise in a performance driven work environment and can affect people's health and wellbeing and also can make their work less effective.

The effective management of stress is a useful and sometimes essential part of the "toolkit" of managers and team members.

Duration: 1 day



FMI Course No: PE06

Meeting and Facilitation Skills

In today's busy work environment it is essential that meetings are effective and efficient to assist improved performance. They should be informative, aid decision making and gain commitment from participants to achieve objectives. Meetings can also help you to plan and monitor work progress particularly in identified key result areas.

Unfortunately many meetings are poorly organised and waste time.

This course helps you apply useful strategies to improve the management of meetings and to facilitate them in a professional way.

Duration: 1 day



FMI Course No: PEX2

Communication & Customer Service Courses



Effective Communication and People Skills

This course helps plan and deliver effective communication. This both informs and persuades and is truly two-way communication involving effective listening, interpretation of body language and people skills. Effective communication also takes into account different relationship styles that may exist to optimise effectiveness.

Strategies for managing potential conflict and effective negotiation are explored.

This course also provides principles and helps develop skills for handling difficult situations in a positive and assertive way.

This workshop is excellent for developing effective communication skills, which are a cornerstone for effective interactions with colleagues and clients.

Duration: 2 days



FMI Course no: CM01

Delivering Influential & Charismatic Presentations

The skills to develop and deliver effective presentations are crucial to many people working in organisations. Whether the presentations are to peers, to teams, to managers, customers or other stakeholders the presentations must be both informative and persuasive.

This very practical course takes you through the stages of planning, preparing and delivering effective presentations. Using checklists to help you at each stage you build up a professional presentation in a painless way. This is a very practical course and you gain lots of strategies, hints and tips that help you improve your presentation. Whether new to giving presentations or experienced and wishing to polish up your skills this course will help you in a supportive, fun and friendly atmosphere.

Participants are asked to bring details of a short presentation they would like to develop or improve to the course. They will be able to develop their own presentation and supporting materials as part of the practical work on this course.

Duration: 2 days



FMI Course No: CM02

Customer Service Excellence

The skills to give excellent customer service are essential for people working in the frontline of organisations. Whether dealing with external or internal customers it is necessary to be able to delight customers in a way that retains and grows the business of the organisation. It is sometimes also necessary to deal with difficult customer situations and complaints in a way that benefits the organisation and satisfies the customer.

This very practical course enables participants to identify common customer needs and communicate effectively with customers in a positive way.

Duration: 1 day



FMI Course No: CM03

Communication & Customer Service Courses



Train the Trainer

“Gain the practical skills and the confidence you need to succeed!”

This very popular course is designed for people who will provide workplace training to small groups. This practical, hands-on interactive workshop enhances your knowledge and skills to prepare, deliver and review training sessions. You are given useful techniques, strategies, checklists, hints and tips for training to a professional standard. You have time in the course to prepare and deliver a short training session for the workplace and are invited to bring any notes and ideas along to the course to help you prepare. An extended three day version is available for in-house programs only.

Duration: 2 days



FMI course No: CM06

Effective Business Writing

Whether you have to write a short email or a detailed business report the principles of effective business writing will help you put your message across in a way that informs and persuades. In this very practical course participants learn to plan, draft and evaluate their writing in an organised and structured way to achieve the results they aim for. A very practical small group course and participants are encouraged to bring along draft samples of communication they may wish to develop during the course.

Duration: 2 days



FMI course No: CM07

Advanced Presentation & Facilitation Skills

The ability to use advanced presentation and facilitation techniques are crucial skills for people delivering information or skill development sessions. Whether the presentations are to peers, to teams, to managers, customers or other stakeholders, effective presentations must be both instructive and engaging. This very practical course highlights many of the beneficial techniques which can be used to facilitate outstanding workshops.

Duration: 1 day



FMI course No: CM08



Strategic Leadership for Results

Leadership at an executive level is both exciting and challenging. It requires the appropriate balance between the “soft” people skills of leading and motivating and the “hard edged” setting and achievement of targets and performance indicators. This course is unique in that it enables participants to explore leadership attributes and also to relate the application of these attributes to achieving significant measurable results for the organisation. The leadership role of communicator of goals, strategies and values must be complimented by the role of influencer and motivator. The leader must also understand the framework of how to build and support effective teams. At the core of leadership must be the ability to demonstrate personal qualities of a leader such as integrity, goal setting, organisation, strategic thinking and problem solving.

Duration: 3 days



FMI Course no: ED01

Business Strategy

Business strategy is the cornerstone of an effective organisation. It is vital that an executive understands strategy and can contribute to its development. This workshop is exciting and challenging. It enables participants to value the importance of strategy and also develop fundamental practical skills to select, implement and monitor successful business strategy. It includes carrying out external and internal business opportunity analysis, evolving corporate direction, scenario planning, risk analysis, strategic thinking and the implementation and monitoring of strategy. The program enables participants to workshop real life case studies and scenarios and work as a team on their organisation’s unique strategic directions.

Duration: 3 days



FMI Course no: ED02

Business Planning & Implementation

In today’s increasingly competitive business environment executives must be able to demonstrate that business decisions are based on clear targets and sound planning. The ability to develop and implement business plans is nowadays a key requirement for all executives. This extremely practical course is unique in that it enables participants to contribute to their organisation’s business planning during the workshop and so “learn while doing”. It can include case studies and examples developed in the participants’ own organisation. The program provides a framework for developing a business plan tailored to the needs of the business unit. Techniques for carrying out situational analyses are provided together with useful analytical instruments. The program then looks at key areas of planning such as sales, marketing, operations, finance, Human Resources etc.

Duration: 3 days



FMI Course no: ED03

Executive Development Centre



Innovation & Continuous Improvement

Innovation and continuous improvement are approaches that give strength, flexibility and resilience to an organisation. This exciting and intriguing program helps executives take a strategic approach to lead and support innovation and continuous improvement. They have a creative role in ensuring that individuals, the team and the organisation gain from change, and that the customer benefits through improved products and services.

This course explores interesting and effective practical ways to stimulate people to come up with new and innovative ideas. This practical workshop is stimulating and thought provoking and provides useful strategies to use directly in the workplace to improve performance and results. It helps managers to implement continuous improvement systems and processes in the workplace that provide meaningful and systematic improvements to the business. This course focuses upon very practical ways managers and their teams can be proactive in implementing improvements, rather than just being reactive in inspecting and fixing what doesn't work.

Duration: 3 days



FMI Course no: ED04

Creating a Mentoring Culture

This Course is designed to help establish and/or enhance a mentoring culture in organisations.

Mentors work with others in their organisation guiding, advising and sometimes coaching them in management or specialist skills.

This popular course, delivered in-house to organisations, looks at the role of mentors in the organisation as well as developing core skills in mentoring. The course helps people enhance core skills in Mentoring. It also examines challenges and issues that mentors face and identifies strategies to meet these challenges effectively.









The course is interactive and helps develop useful practices that can be used in general management as well as specifically in mentoring.

Duration: 1 day



FMI Course no: ED05

Services to **improve** your organisation's performance

<p>fmi management development programs</p> <p>fmi delivers tailored Management Development Programs for organisations leading to accredited qualifications. The programs are delivered in your organisation and are customised to include corporate requirements and include mentoring and strategic workplace improvement projects.</p>	
<p>Diploma of Management</p> <p>Qualification consisting of 8 units of competency</p>	
<p>Certificate IV Frontline Management</p> <p>Qualification consisting of 10 units of competency</p>	
<p>fmi Profiler 360°</p> <p>We provide specialist 360° degree evaluation tools for management skills analysis.</p>	
<p>Short Courses</p> <p>We offer a variety of short courses for existing and emerging managers and team members.</p>	
<p>Public Training Courses</p> <p>We deliver public courses in Sydney.</p>	
<p>fmi Knowledge Bank</p> <p>Knowledge Bank to help organisations measure and leverage improvements.</p>	
<p>Government Funding</p> <p>Government funding may be available for Certificate programs, please ask for details.</p>	

For more information please phone **fmi** on +61 2 9281 2635 or visit: www.frontlinemanagementinstitute.com.au

Our customers include:

Financial	Government	Industry, Construction & Mining	IT & Communications	Sales & Retail	Services	Transport	Community & Health
BT Financial Capital Finance Credit Suisse First Boston Commonwealth Bank Macquarie Bank Price Waterhouse QBE Reserve Bank of Australia Skandia St George Bank Westpac	Canada Bay Council Health NSW National Archives of Australia Sydney Harbour Foreshore Authority Torres Strait Regional Authority Wollongong University Work Cover NSW Office Director Public Prosecutions NSW	ADI Austex Dies Phoenix Bluescope Steel BOC Boral Transport Bovis Lend Lease Fuji Xerox Hewlett Packard Imperial Tobacco KBR Engineering Lend Lease Linde Matrix Resolute Mining Thales Australia Transfield Services Visy Weyerhaeuser Wingham Beef Exports	Australian Radio Network Ebay IBM Ingram Micro MYOB People Logic Telstra	ALDI Bunnings Carsales.com.au Kennards Kinselas Napoleon Cosmetics Westfield	Centrebet Coates Hire Energy Australia Hoyts Integral Energy JC Decaux Pickels Group Powerlink Property Council of Australia Tabcorp	NRMA Patrick Air Services Qantas Railcorp Taxi Council NSW Toll Veolia Transport	Bayer Centre for Community Welfare Training Guide Dogs NSW Marist Youth Care Merck Pfizer Serono Valeant Pharmaceuticals

Visit our website now at www.frontlinemanagementinstitute.com.au for details of how we can help your organisation

Contact Us

Email

fmi@managementcando.com

Website

www.frontlinemanagementinstitute.com.au

Phone

+61 2 9281 2635

Fax

+61 2 9281 2641

Location and Post

Frontline Management Institute
Level 3
579 Harris St
Ultimo NSW 2007
Australia

