

Frontline Management Institute

Training Courses & Services Catalogue

Welcome to fmi

Welcome to the Frontline Management Institute (fmi) Training Courses and Services Catalogue.

fmi is a specialist organisation that is a world leader in developing and evaluating managers, supervisors, team leaders and teams working in organisations.

fmi's courses and services include management development programs, short courses, open learning, coaching and assessment and evaluation of competency and skills.

What makes fmi **unique**?

fmi 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.

fmi involve you and your team

At fmi we deliver Management Development Programs that involve your people at all levels. We work with you to make sure that the key stakeholders are involved.

fmi offer unlimited options

There are no limits to what we can design and deliver for you. We have designed programs from one hour to four years; programs from one person to 15,000 participants.

fmi provide unmatched tailoring

fmi corporate programs are tailored to suit our client's specific needs.

fmi provide measurable results that ensure a strong Return on Investment (ROI)

fmi participants achieve measurable results that benefit both themselves and their organisation.

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

fmi are flexible









At fmi we work with you to ensure the best value from our programs. We provide flexible delivery options, flexible support options and flexible assessment options.

fmi has specialist professional facilitators

fmi's facilitators are carefully selected to be the most talented and dedicated management trainers. Our facilitators must have successful management and supervisory experience.

Contact fmi: **Email** fmi@frontlinemanagementinstitute.com.au **Website** www.frontlinemanagementinstitute.com.au **Phone** +61 2 9660 0199

fmi services to **improve** performance

<p>fmi Management Development Programs</p> <p>Enabling organisations to develop professional managers’ capabilities by delivering specialised training, some of which can lead to accredited qualifications. Programs are delivered in your organisation and are customised to include corporate requirements. Qualifications include:</p> <ul style="list-style-type: none"> • Diploma of Management and Diploma of Management (Honours) • Certificate IV Frontline Management <p>Government funding is available for the Diploma of Management and Certificate IV in Frontline Management.</p>	
<p>Short Courses</p> <p>Offering a variety of more than 45 short courses for managers, supervisors, team leaders and team members. fmi can also tailor courses to meet the needs of organisations. Any course can be delivered on-site for a group of 3 or more.</p>	
<p>Public Training Courses</p> <p>Delivering face to face training in Sydney, Melbourne and Brisbane.</p>	
<p>Open Learning</p> <p>Suitable for those who are unable to attend Public Course delivery. Open Learning is available globally for all accredited and short courses.</p>	
<p>fmi Management Coaching</p> <p>A suite of tailored management coaching programs to enhance management and team development.</p>	
<p>fmi Certified Practising Manager & fmi Certified Practising Supervisor</p> <p>These programs are a validation of current management skills being applied at work. The fmi qualification is achieved through a streamlined process of evidence preparation. This is useful for managers to demonstrate their currency for interviews and promotions. It is useful for organisations to have an annual record of validated management development and competency.</p>	
<p>fmi Knowledge Bank</p> <p>Helping organisations measure fmi Project Based Management Development.</p>	
<p>fmi Profiler 360°</p> <p>Provides specialist 360° degree evaluation tools for management skills analysis.</p>	

fmi customers include:

Financial	Government	Industry, Construction & Mining	IT & Communications	Sales & Retail & Food	Services	Transport	Community & Health
<p>AAMI</p>  <p>BT Financial Capital Finance Credit Suisse First Boston Commonwealth Bank Greater Building Society Institute of Chartered Accountants Institute of Actuaries Macquarie Bank</p>  <p>QBE Reserve Bank of Australia Reserve Bank of Vanuatu Skandia St George Bank Suncorp</p> 	<p>APRA ASIC Canada Bay Council Corrective Services NSW Defence DJAG Family Court of Australia Fire & Rescue NSW</p>  <p>Livestock Health & Pest Authority Motor Accidents Authority National Archives of Australia Sydney Harbour Foreshore Authority Torres Strait Regional Authority Veterans Wollongong University Work Cover NSW Office Director Public Prosecutions NSW RAAF</p>	<p>ADI</p>  <p>Austex Dies Phoenix BAE BHP Billiton Bluescope Steel BOC Boral Transport Brookfield Multiplex CBK Construction CSA Cobar CSR Fuji Xerox Hewlett Packard Imperial Tobacco KBR Engineering</p>  <p>Leighton Contractors Linde Matrix McElroy Brown Geological Services Resolute Mining Robert Walters Tenneco Thales Australia Thyssen Krupp Transfield Services Veolia Water</p>  <p>Weyerhaeuser Wingham Beef</p>	<p>AI Media Australian Radio Network EBay Fuji Xerox Guthy-Lukar IBM</p>  <p>Ingram Micro Lebara MYOB News Ltd People Logic Premier Media Group Regent Entertainment Roadshow Films Telstra</p>	<p>ALDI Bunnings Carsales.com.au Coles Kennards Kinsella's Kmart</p>  <p>National Foods Taylors Wines</p>  <p>Woolworths</p>	<p>AMF Bowling Ausgrid</p>  <p>CEGOS Centrebet Chubb Coates Hire Endeavour Energy Energy Australia Hoyts Grosvenor Engineering Integral Energy Momentum Pickles Group POAGS Powerlink Property Council of Australia Rapid Spray Royal Sydney Golf Club</p>  <p>Springboard HP STA Travel Suzlon Energy TABCORP Talent2 Teachers Health Thermo Fisher Scientific Travelex</p> 	<p>Cabcharge D B Schenker K & S Freighters</p>  <p>NRMA Patrick Air Services Qantas Railcorp Taxi Council NSW Toll Trivett Classic Veolia Transport</p>	<p>Anglican Retirement Foundation Australian Veterinarian Association Bayer Centre for Community Welfare Training</p>  <p>Guide Dogs NSW Kimberley Aged & Community Services Marist Youth Care Merck Mission Australia</p>  <p>Royal College of Pathologists Serono St John's Ambulance Uniting Care Valeant Pharmaceuticals ZOLL Medical</p>

Accredited Frontline Management Courses	Managing and Leading Courses	Personal Performance Courses	Communication & Customer Service	Executive Development Centre
FM01 Work Priorities	ML01 Management Skills for New Managers	PE01 Time Management	CM01 Effective Communication & People Skills	ED01 Strategic Leadership for Results
FM02 Operational Plans	ML02 Mentoring at Work	PE02 Conflict Management	CM02 Powerful Presentations	ED02 Business Strategy
FM03 Workplace Relationships	ML03 Coaching Skills	PE03 Effective Negotiation	CM03 Customer Service Skills	ED03 Business Planning & Implementation
FM04 Team Effectiveness	ML05 Effective Delegation	PE04 Building Professional Confidence & Assertiveness	CM06 Train the Trainer	ED04 Innovation & Continuous Improvement
FM05 Customer Service Management	ML06 Making the Transition to Supervision	PE05 Workplace Relationships & Emotional Intelligence	CM07 Business Writing Skills	ED05 Creating a Mentoring Culture
FM06 Information Management	MLX6 Team Leader/Supervisor Essential Skills	PE06 Effective Stress Management	CM08 Advanced Presentation & Facilitation Skills	
FM07 Work Safety	ML08 Management Skills for Experienced Managers	PEX2 Meeting and Facilitation Skills		
FM08 Continuous Improvement	ML09 Change Management			
FM09 Workplace Learning	MLX2 Business Case Planning			
FM10 Leadership	ML07 Finance for Non-financial Managers			
MAN01 Manage People Performance	ML10 Manage Remote and Virtual Teams			
MAN02 Manage Innovation and Change				
MAN03 Manage Projects				
MAN04 Manage Budgets				
FM11 Manage Risk				
FM15 Manage Resources				
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Accredited frontline management courses

Frontline Management Development Programs

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

Certificate IV in Frontline Management BSB40807

10 Units (4 Core Units + 6 Elective Units)



fmi Module Number	fmi Module Name	Competency Unit Number and Name	
Core Units			
FM10	Leadership	Show Leadership in the Workplace	BSBMGT401A
FM02	Operational Plans	Implement Operational Plan	BSBMGT402A
FM07	Work Safety	Monitor a Safe Workplace	BSBOHS407A
FM04	Team Effectiveness	Promote Team Effectiveness	BSBWOR402A
Elective Units			
FM01	Work Priorities	Develop Work Priorities	BSBWOR404B
FM03	Workplace Relationships	Establish Effective Workplace Relationships	BSBWOR401A
FM05	Customer Service Management	Coordinate Implementation of Customer Service Strategies	BSBCUS401A
FM06	Information Management	Implement Workplace Information System	BSBINM401A
FM08	Continuous Improvement	Implement Continuous Improvement	BSBMGT403A
FM09	Workplace Learning	Develop Teams and Individuals	BSBLED401A
FM11*	Risk Management	Identify Risk and Apply Risk Management Processes	BSBRSK401A

*Available as Open Learning unit only.

Diploma of Management BSB51107

8 Units (8 Elective)



fmi Module Number	fmi Module Name	Competency Unit Number and Name	
Elective Units			
FM01	Work Priorities	Manage Personal Work Priorities and Professional Development	BSBWOR501A
FM02	Operational Plans	Manage Operational Plan	BSBMGT515A
FM04	Team Effectiveness	Ensure Team Effectiveness	BSBMGT502B
FM08	Continuous Improvement	Facilitate Continuous Improvement	BSBMGT516C
FM06	Information Management	Manage An Information or Knowledge Management System	BSBINM501A
FM07	Work Safety	Ensure A Safe Workplace	BSBOHS509A
FM09	Workplace Learning	Develop a Workplace Learning Environment	BSBLED501A
FM05	Customer Service Management	Manage Quality Customer Service	BSBCUS501B
MAN01**	Manage People Performance	Manage People Performance	BSBMGT502B
MAN02**	Manage Innovation & Change	Build and Sustain an Innovative Work Environment	BSBINN502A
MAN03*	Manage Projects	Manage Projects	BSBPMG510A
MAN04*	Manage Budgets	Manage Budgets and Financial Plans	BSBFIM501A

*Available as Open Learning units only

** Available as Public Courses in Sydney only

Please note: One unit from either qualification may be imported into the other on request

fmi delivery options





fmi Public Courses in Sydney, Melbourne, Brisbane

Corporate Courses on-site – minimum of 3 participants





Open Learning anywhere globally

Recognition Processes for participants with previous qualifications and / or experience




frontline management courses

<p>Work Priorities</p> <p>FMI Course No: FM01 Duration: 1 day</p>	<p>There is an increasing demand on people to improve performance in the workplace, but working hard and being effective are two entirely different things.</p> <p>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.</p>	
<p>Operational Plans</p> <p>FMI Course No: FM02 Duration: 1 day</p>	<p>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.</p> <p>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.</p>	
<p>Workplace Relationships</p> <p>FMI Course No: FM03 Duration: 1 day</p>	<p>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.</p>	
<p>Team Effectiveness</p> <p>FMI Course No: FM04 Duration: 1 day</p>	<p>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.</p>	




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<p>Customer Service Management</p> <p>FMI Course No: FM05 Duration: 1 day</p>	<p>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.</p> <p>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.</p>	
<p>Information Management</p> <p>FMI Course No: FM06 Duration: 1 day</p>	<p>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.</p> <p>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.</p>	
<p>Work Safety</p> <p>FMI Course No: FM07 Duration 1 day</p>	<p>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.</p>	
<p>Continuous Improvement</p> <p>FMI Course No: FM08 Duration: 1 day</p>	<p>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.</p> <p>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</p>	

frontline management courses

<p>Workplace Learning</p> <p>FMI Course No: FM09 Duration: 1 day</p>	<p>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.</p> <p>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.</p>	
<p>Leadership</p> <p>FMI Course No: FM10 Duration: 1 day</p>	<p>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.</p> <p>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.</p>	
<p>Manage People Performance</p> <p>FMI Course No: MAN01 Duration: 2 days</p>	<p>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.</p> <p>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.</p> <p>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.</p>	

frontline management courses

<p>Manage Innovation & Change</p> <p>FMI Course No: MAN02 Duration: 2 days</p>	<p>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.</p> <p>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.</p>	
<p>Manage Projects</p> <p>FMI Course No: MAN03 Duration: 2 days</p>	<p>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.</p> <p>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.</p>	
<p>Manage Budgets</p> <p>FMI Course No: MAN04 Duration: 2 days</p>	<p>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.</p>	

frontline management courses

Manage Risk

FMI Course No: FM11
Duration: 1 day

This course develops skills and knowledge required to identify risks and to apply established risk management processes.

It focuses on a wide range of risks (including but not limited to safety risks) in operations that are within the person's own work responsibilities and area of operation.

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



Manage Resources

FMI Course No: FM15
Duration: 1 day

This course helps frontline managers identify resource needs for effective team operation and then to coordinate these resources to help improve performance.

- Analysing resource needs
- Selecting and acquiring resources
- Resource management



managing & leading courses

Management Skills for New Managers

FMI Course no. ML01
Duration 2 days

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.



Mentoring at Work

FMI Course no. ML02
Duration: 1 day

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.



Coaching Skills for Outstanding Performance

FMI Course no. ML03
Duration: 2 days

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.



managing & leading courses

Effective Delegation

FMI Course no. ML05
Duration: 1 day

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 delegate's performance are identified.



Making the Transition to Supervision

FMI Course no. ML06
Duration: 1 day

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.



Team Leader / Supervisor Essential Skills

FMI Course no. MLX6
Duration 2 days

This course helps team leaders and supervisors enhance their essential skills. Participants are given a toolbox full of useful approaches to their role and enhance their skill level.

This is a very interactive course and participants are given the opportunity to practise and enhance skills through role plays and case studies.

This is a very useful introduction to further management development programs available through the Frontline Management Institute including the Certificate IV in Frontline Management.



managing & leading courses

Management Skills for Experienced Managers

FMI Course no. ML08
Duration: 1 day

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.



Change Management

FMI Course no. ML09
Duration: 1 day

This course will explore interesting and effective practical ways to stimulate people to embrace and enhance change. 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 need and skills to balance the people aspects of change and the organisational need for improvement is examined. Barriers to change are many and ways to overcome these barriers are identified. The course provides techniques to ensure the sustainability of the organisation before, during and after the change process is implemented.



Business Case Planning

FMI Course no. MLX2
Duration: 1 day

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.



managing & leading courses

Finance for Non-financial Managers

FMI Course no. ML07
Duration: 2 days

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.



Manage Remote and Virtual Teams

FMI Course no. ML10
Duration: 1 or 2 days

Virtual and Remote Teams have been shown to have many benefits in terms of expenses and productivity. Many new and experienced managers are faced with the challenges of logistical, interpersonal, technological and cultural issues of this new form of team. This course is recommended for managers who lead a dispersed group, whether spread out over a wide area or simply in separate sites.



personal performance courses

Time Management

FMI Course No: PE01
Duration: 1 day

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.



Conflict Management

FMI Course No: PE02
Duration: 1 day

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.



Effective Negotiation

FMI Course No: PE03
Duration: 1 day

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.



personal performance courses

Building Professional Confidence & Assertiveness

FMI course No: PE04
Duration: 2 days

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.



Workplace Relationships & Emotional Intelligence

FMI Course No: PE05
Duration: 1 day

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.



Effective Stress Management

FMI Course No: PE06
Duration: 1 day

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.



Meeting and Facilitation Skills

FMI Course No: PEX2
Duration: 1 day

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.



communication & customer service courses

Effective Communication and People Skills

FMI Course no: CM01
Duration: 2 days

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.



Powerful Presentations

FMI Course No: CM02
Duration: 2 days

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.



Customer Service Skills

FMI Course No: CM03
Duration: 1 day

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.



communication & customer service courses

Train the Trainer

FMI course No: CM06
Duration: 2 days

“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.



Business Writing Skills

FMI course No: CM07
Duration: 2 days

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.



Advanced Presentation & Facilitation Skills

FMI course No: CM08
Duration: 1 day

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.



executive development centre

Strategic Leadership for Results

FMI Course no: ED01
Duration: 3 days

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.



Business Strategy

FMI Course no: ED02
Duration: 3 days

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.



Business Planning & Implementation

FMI Course no: ED03
Duration: 3 days

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.



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Innovation & Continuous Improvement

FMI Course no: ED04
Duration: 3 days

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.



Creating a Mentoring Culture

FMI Course no: ED05
Duration: 1 day

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.



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