



PRACTICAL MANAGEMENT AND LEADERSHIP PROGRAM

OVERVIEW

FMI offers our unique and popular practical program for leaders and managers looking to enhance their knowledge, build their leadership and management skills, develop their work performance and improve the quality of the outputs for themselves, their teams and organisations.

FMI has been working with organisations for over 20 years to develop and tailor this unique, work based program that focuses on modern leadership and management practices globally.

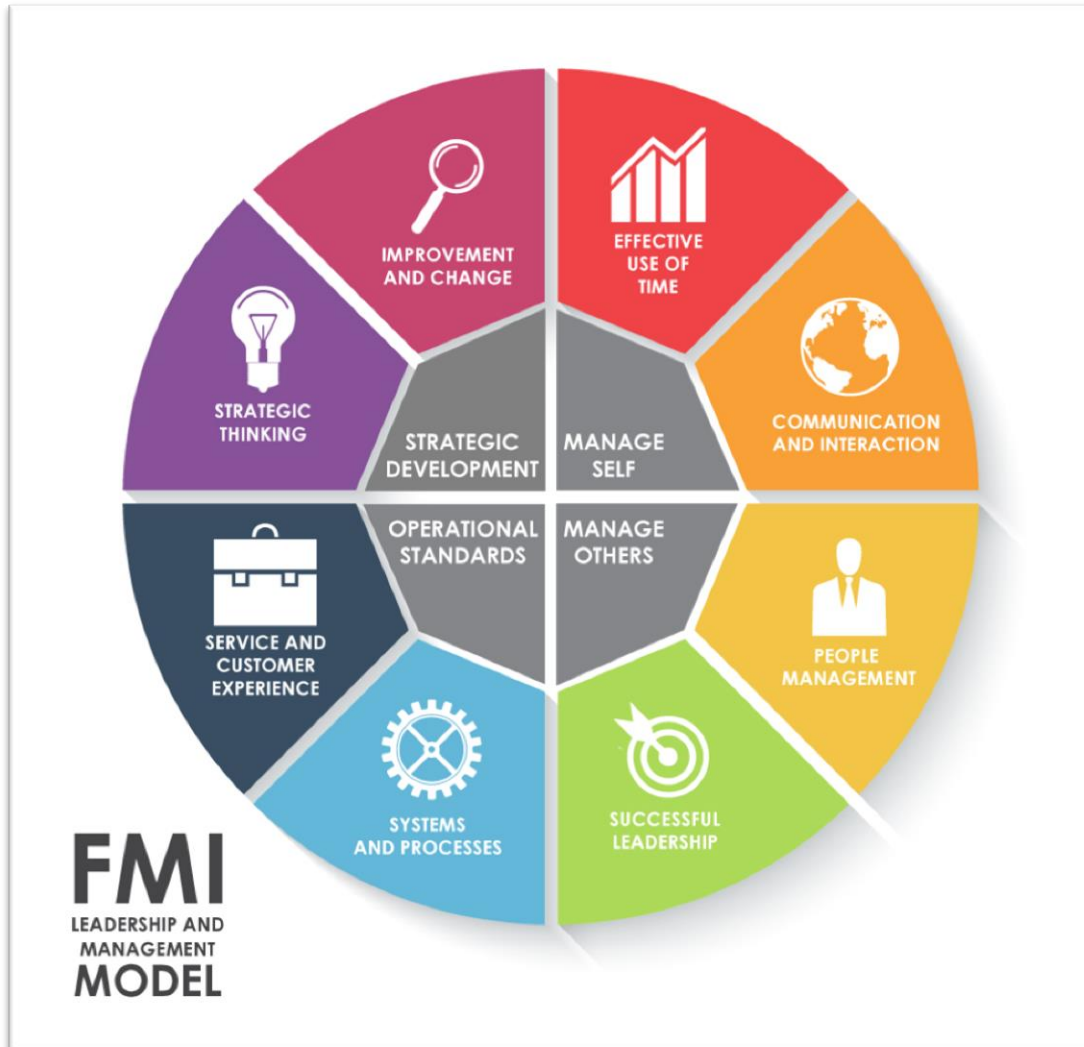
The program combines traditional learning with practical, work based projects. This delivers proven results in raising personal confidence as a leader, maintaining quality and consistency of work and improving management and leadership performance. It is useful for those seeking new roles and promotions as well as for those who want to lift performance levels in their current role.

The program can be delivered globally by open learning or on-site for work groups. It can also be supported by FMI coaching. Program participants are supported by a network of people to ensure they get the most out of the learning experience.

WHO THIS PROGRAM IS SUITABLE FOR

FMI's Practical Leadership and Management Program is designed for practising managers, team leaders, supervisors and those moving into leadership roles.

PROGRAM DESIGN






This program is based on FMI's Leadership and Management Development model, guiding participants through specially designed learning modules to provide them with a thorough, relevant and practical set of skills and capabilities that they can apply to their management and leadership role.

The program involves practical work tailored to participants' own situations using feedback from a workplace mentor. It moves beyond now outdated competency based models of management training as assessment is centred on capabilities and actual achievements in the workplace rather than just identifying knowledge and skills. This practical aspect benefits both individuals and their organisation.

The flexible program is designed to give participants recognition for their development with comprehensive feedback and reports for each level of the program that is completed. FMI offers the program at Foundations, Practitioner and Advanced levels, enabling participants to complete the program that suits their specific learning and development needs and receive appropriate FMI Global Certification in Practical Leadership and Management. A customised program is also available for organisations.

PROGRAM CERTIFICATION

Certification for the program is available at three levels as shown in this table.

FMI CERTIFICATION LEVEL	SUITABLE FOR	CONTENT
<p>Foundations Level</p> 	<ul style="list-style-type: none"> ▶ Team Leaders ▶ Supervisors ▶ Team leaders ▶ New or emerging managers ▶ Managers who require basics of people management ▶ Leading hands 	<ol style="list-style-type: none"> 1. Effective use of time 2. Communication and interaction 3. People management
<p>Practitioner Level</p> 	<ul style="list-style-type: none"> ▶ Team Leaders ▶ Supervisors ▶ Team leaders ▶ New or emerging managers ▶ Managers who require basics of people management ▶ Leading hands ▶ Middle managers ▶ Leadership teams ▶ Professionals 	<ol style="list-style-type: none"> 1. Effective use of time 2. Communication and interaction 3. People management 4. Successful leadership 5. Systems and processes 6. Service and customer experience
<p>Advanced Level</p> 	<ul style="list-style-type: none"> ▶ Senior Manager ▶ Middle managers ▶ Leadership teams ▶ Directors ▶ Entrepreneurs ▶ Intrapreneurs ▶ Professionals ▶ Emerging managers ▶ Organisational graduate management programs 	<ol style="list-style-type: none"> 1. Effective use of time 2. Communication and interaction 3. People management 4. Successful leadership 5. Systems and processes 6. Service and customer experience 7. Strategic thinking 8. Improvement and change

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CUSTOMISED PROGRAMS FOR ORGANISATIONS

FMI also offers a Professional Leadership and Management Program where organisations can design their own program based on the modules that are most relevant to the roles of participants and their learning and development objectives.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.



These programs can include additional learning content such as organisational specific courses and case studies and presentations from subject matter experts from the organisation. FMI is able to design and create custom content or integrate existing content into the program to deliver a unified learning program.

In addition to tailoring content, FMI can design assessment tools and projects to align and integrate with performance management systems.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams.

PROGRAM CONTENT

Module 1: Effective use of time 2 days

The Effective Use of Time Module helps people set and prioritise goals to focus on being effective rather than just busy. It provides strategies to work through urgent and important work to improve volume and quality of work achieved; design the work environment and systems to improve efficiency; apply time management tools and tips to increase effectiveness of time use; use psychology to improve focus and motivation to get work done on time and manage stress. The module also covers how to use project management tools and approaches to ensure work is kept on track and on schedule.



Module 3: People management 2 days

The People Management Module helps create a strategic management plan to ensure team meets performance and productivity targets. It outlines team recruitment and induction strategies and gives specific step by step advice on how to delegate and assign work to develop commitment from the team. It gives practical approaches to manage individual and team performance, even in virtual teams. There is a focus to ensure team wellbeing. The program provides practical advice on how to coach, mentor and support learning for team members.

Module 2: Communication & interaction 2 days

The Communication and interaction Module focuses on how leaders can communicate with authenticity to be understood and respected; be clear and concise and adjust tone, content and platform for the audience and message; use feedback and questioning to check understanding; present and use storytelling with confidence and assertiveness to inform, influence and persuade. It identifies how to interact with emotional intelligence to enhance relationships; assess and manage conflict and breakdowns in communication; lead difficult conversations; develop networks and use effective negotiation techniques.



Module 4: Successful leadership 2 days

The Successful Leadership Module guides participants to take a strategic approach to leadership and apply a leadership mindset and leadership psychology. It focuses on how to develop a positive culture and raise engagement levels for the team. It guides leaders to role model behaviour for the team; overcome leadership challenges; understand the politics and social responsibility of a leader. Participants are given practical tools to evaluate and improve their leadership performance.

PROGRAM CONTENT



Module 5: Systems and processes 2 days

The Systems and Processes Module guides managers to create plans for achieving operational targets; assess workflow to identify inefficiencies and issues; design systems and processes to improve workflow; integrate different systems and processes; prepare instructions and training for system and process users.

It provides approaches to acquire resources; manage risks; use information management systems to assess performance and make decisions.



Module 6: Service & customer experience 2 days

The Service and Customer Experience Module focuses on how to optimise the experience of external and internal customers; understand the product and service offering; identify internal and external customer needs and wants; develop baseline service standards for customer satisfaction; deliver products and services to exceed expectations, build customer loyalty and advocacy; proactively improve service delivery and customer experience for rapidly changing and competitive environments; develop staff and team culture to support customer service.

Module 7: Strategic thinking 2 days

The Strategic Thinking Module guides leaders and managers to think strategically to make leadership decisions in volatile environments; research and analyse information; analyse business ideas critically; use situational analysis, design, creativity, heuristics and dynamic decision making to solve problems.

Guidelines are provided to help create a Business Case to drive ideas into action.

Module 8: Improvement and change 2 days

The Improvement and Change Module guides leaders and managers to create an improvement culture to develop competitive advantage; use continuous improvement tools to prepare and plan for future needs.

It helps participants look beyond the first horizon to plan for ongoing change. It provides practical approaches to promote innovation.

The Module guides leaders to manage people through change and overcome common barriers to change.

PROGRAM FEATURES

Practical program

The FMI Practical Leadership and Management Program covers what you need to know to implement improvements in your work to a professional standard aligned to the **FMI Capability Framework** for Leaders and Managers.

The program provides checklists, practical tools and ideas for application rather than just a theoretical approach to management.

The program includes case studies and examples of application to give you ideas about how to integrate improved approaches into your work

The program gives you key information without relying on leadership and management “jargon”.

Assessment is through projects that are based on your current work.

Flexible learning

Create a schedule that suits you.

Assessment for certification is optional.

Choose project options based on your learning needs.

Focus on the learning areas that are relevant to you.

Results driven

Projects are designed to improve workplace performance.

The program aims to improve your confidence to manage and lead.

The program aligns with your personal work objectives.

Support

FMI team are available to give advice and guidance on your submissions.

Unlimited opportunities to resubmit your projects.

Useful report and feedback from your assessor.

Project format integrates and facilitates feedback and support from your peers

Flexible delivery

Delivery available through different options:

Open learning

Coaching

Organisation based workshops

Or a combination of delivery methods.

Participants can complete all 8 Modules or undertake selected modules.

Program assessment is optional.

Recognition

There are three levels of certification for which you can undertake the program assessment:

Level 1: Foundations Level

Level 2: Practitioner Level

Level 3: Advanced Level

Projects are designed to increase visibility of your work to your peers and managers.

PROGRAM DELIVERY

Open Learning

Participants receive electronic versions of PDF format Learning Guides and Word based Practical Application Guides for each module in the program. Participant assessment activity is based on practical application in the workplace so carrying out the assessment actually benefits the participant and the organisation. The suggested duration is one year for the full program but participants can organise extensions for a second year.

Participants work with a Mentor in their workplace who is familiar with their work situation.

Certification is issued when all completed Practical Application Guides have been reviewed by the Mentor and the FMI Assessor.

Coaching

Participants may work with FMI coaches to support the Open Learning Program. Coaching programs are tailored to the individual needs of the participant. Coaching for individuals is delivered by phone or Skype in 45 minute blocks.

Corporate programs for a group of participants can have face to face coaching for a group supplied in one day blocks.

Organisation based workshops

FMI works with organisations to tailor the program and adapt it to their desired outcomes. The program can be delivered on-site at organisational premises or at a hired venue of your choice.

The standard delivery duration of each Module is two days each.

The total duration is 16 days delivery. This is normally spread over one to two years with work based practical activities carried out between workshops.

Mixed mode versions of the program are available which combine workshops with open learning e.g. 4 Modules delivered in workshops and 4 Modules delivered by Open Learning.

The program is completely customisable for organisations and can be tailored and branded as a corporate program. The tailored program can also be licensed to organisations for internal delivery.

BOOKINGS AND INVESTMENT

Open learning begins from AUD \$498 per module. Packages are available for individuals.

Corporate programs will be tailored to meet your organisational needs.

Option	Fee AU\$ ex GST	Fee AU\$ inc GST
Foundation Certificate Program (3 Modules) Enrolment period of up to 6 months by open learning.	\$747 + GST	\$821.70
Practitioner Certificate Program (6 Modules) Enrolment period of up to 12 months by open learning.	\$1,494 + GST	\$1,643.40
Practitioner Certificate Program – payment plan 2 instalments Enrolment period of up to 12 months by open learning. 2 instalments @ \$790 + GST	\$1,580 + GST	\$1,738.00
Practitioner Certificate Program – payment plan 3 instalments Enrolment period of up to 12 months by open learning. 3 instalments @ \$560 + GST	\$1,680 + GST	\$1,848.00
Advanced Certificate Program (8 Modules) Enrolment period of up to 18 months by open learning.	\$1,992 + GST	\$2,191.20
Advanced Certificate Program – payment plan 2 instalments Enrolment period of up to 18 months by open learning. 2 instalments @ \$1,040 + GST	\$2,080 + GST	\$2,288.00
Advanced Certificate Program – payment plan 3 instalments Enrolment period of up to 18 months by open learning. 3 instalments @ \$720 + GST	\$2,168 + GST	\$2,384.80
Program enrolment extension Extension of enrolment period by further 12 months for any qualification.	\$600	\$660.00

Payment may be made by EFT, Visa, MasterCard or Cheque. Full payment details are provided on invoices which are issued. Payment for full qualification must be received before qualification is issued.

Payment plans are only available for individuals, corporate enrolments are for full programs. Prices are subject to change without notice but are fixed for the duration of agreed courses or programs.

Please contact FMI to discuss your needs and details of packages and pricing available that will suit your organisation. We will prepare a proposal for you.

If you would like to explore this program further please phone FMI on +61 2 9660 0199 or email fmi@fmi-au.com

We will be pleased to help.