

# MANAGEMENT APPLICATION PROJECT



## OVERVIEW

FMI has worked with thousands of managers over a span of more than twenty years delivering management development programs and courses to drive improved manager performance. Over this time, our clients who have opted to include a Workplace Application Project have seen the most significant behavioural change in program participants. This has resulted in improved engagement and performance of managers and their teams. They have also experienced the highest return on investment with outcomes and performance improvements clearly tracked through the project process.

### **FMI's Management Application Project (MAP)**

FMI's Management Application Project (MAP) is a professional development tool to improve performance of managers.

Over an eight to twelve week period participants complete a workplace application project that helps them to develop and embed knowledge, skills and experience and drive behavioural change. It is undertaken by participants when they complete a short course or training program with FMI.

The self-directed, experiential project supports participants to identify management related opportunities, issues, tasks and problems and take the initiative to address them in a timely and cost effective way. Projects must deliver measurable benefits to the organisation that are relevant to strategic objectives and / or needs. They can be designed to benefit peers, customers, the wider organisation and other key stakeholders. The project also facilitates mentoring and connection with a network of managers and peers who can provide ideas, feedback and support even after the project has been completed.

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MAP PROCESS STAGE	WHAT IS IT?	WHY DO WE DO IT?
<b>PROJECT FRAMEWORK QUESTIONNAIRE</b>	An overview of the expectations and constraints of the project from the organisation's perspective completed by the organisation.	Enables an understanding about the organisation's strategic objectives, budgets and resource availability that are relevant to the projects.
<b>PROJECT BRIEF</b>	A document provided to participants completing the MAP before they start their project.	Provides transparency between the organisation and the participants about what they should be doing and how they will be supported to do it.
<b>PROJECT GUIDE</b>	Participants are provided with a simple and effective project management framework. They must submit a business case to the relevant person (usually a line manager) and receive approval before initiating their project.	Helps to develop business case planning skills; improves outcomes of projects and ensures that they align with organisational objectives; develops project management skills.
<b>INTERNAL COMMUNICATIONS TEMPLATES</b>	A selection of briefing documents to communicate key information about projects, roles and responsibilities to project stakeholders.	Encourages engagement from managers and other key stakeholders and provides clarity around roles and responsibilities
<b>KNOWLEDGE BANK REPORT</b>	Participants complete a report to communicate the outcomes of the project. This is collated into a report for the organisation.	Collects key information about project outcomes which can be used to evaluate return on investment.
<b>PRESENTATIONS (OPTIONAL)</b>	Participants present project outcomes to their managers and other key program stakeholders.	Develops presentation and professional communication skills. Engages managers and other key stakeholders in the development process and program outcomes.
<b>PROJECT REVIEW (OPTIONAL)</b>	Participants review project outcomes, receive appropriate recognition and feedback from the organisation for the project work and plan for future development.	Helps to improve engagement as participants feel their contribution is valued and helps to motivate them to continue to make improvements to work.





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## PROJECTS THAT DELIVER RESULTS

It is important that projects are aligned with organisational objectives, expectations and constraints. FMI's MAP process ensures these are understood and communicated to program participants.

### Project topics

Examples of project topics include:

- Introduce or change a process or system to improve efficiency, improve quality or reduce errors
- Introduce an initiative that motivates supports or engages team members
- Train, coach or mentor team member(s) to develop skills and raise level of performance
- Address customer service opportunity or challenge to attract new customers or improve level of customer satisfaction
- Identify a new or innovative way of using resources to improve competitive advantage

### Improving outcomes through networks

In FMI's experience, projects are more successful when participants engage the network around them to provide support, feedback and ideas. This includes a Project Mentor and Advisers. FMI's MAP has been designed to facilitate connections, develop relationships and encourage the sharing of knowledge and best practice across the organisation and beyond. A benefit of this approach is that it increases the visibility of managers and the work that they are carrying out, which helps to identify high potential leaders.

### MAP Teams

Since Managers have to work themselves as part of a team it is appropriate that some MAPs may be conducted in a team. This is acceptable for a maximum team size up to four. Project teams help with the sharing of ideas and resources and have delivered innovative ideas for a range of organisational challenges and opportunities.

## A CLEAR UNDERSTANDING OF IMPACT

FMI's objective is to provide a clear understanding of the impact that MAPs make to an organisation. A report summarising key impact data can be provided as part of the final project report.



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## ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics. We work with people across a range of levels of experience and seniority including:

- Managers and leaders
- Frontline managers
- Team leaders and supervisors
- New managers
- New supervisors and team leaders
- Teams and team members

## TO BOOK OR DISCUSS FMI MAP FOR YOUR MANAGEMENT DEVELOP PROGRAM

For more information please contact our friendly team and we will be happy to discuss with you.

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