

PRACTICAL MANAGEMENT SKILLS TRAINING PROGRAMS

“Good management is the art of making problems so interesting and their solutions so constructive that everyone wants to get to work and deal with them.”

Paul Hawken



OVERVIEW

FMI's **Practical Management Skills Training Program** is designed to develop key management leadership skills to help managers effectively manage people to achieve results. During the program participants learn how to address the key challenges faced by managers including how to leverage use of time, developing relationships with team members and stakeholders, assigning and managing work, workflow management and improving workplace performance.

This practical, work based program is typically delivered over 6 -12 weeks and combines four workshops with a Management Application Project (MAP). The workshops cover topics such as time management, communication, emotional intelligence, resilience, stress management, conflict management, delegation, system design, operational management, continuous improvement, performance management and team culture. The program content can integrate examples, case studies and resources from your organisation to enhance relevance and practical application.

Following the workshops, participants will complete a **Management Application Project (MAP)** over two months. 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 can be designed to benefit peers, customers, the wider organisation and other key stakeholders.

WHO THIS PROGRAM IS SUITABLE FOR

This course is suitable for anyone working in or moving into a management, supervisor or team leader role. It is suitable for both new and experienced managers.

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PROGRAM CONTENT

Program will vary according to organisational preferences. Sessions available include:

- Personal leadership
- Manage your time and priorities
- Develop as a leader or manager
- Manage personal effectiveness challenges
- People skills as a leader
- Apply emotional intelligence at work
- Communication skills for managers
- Manage challenges in managing people
- Identify work performance factors
- Evaluate work performance
- Design and implement improvements
- Manage challenges in work management
- Lead teams
- Delegate and assign work
- Performance management
- Manage challenges in performance management

PROGRAM DELIVERY

- 3 to 6 days face to face (extended versions available) OR
- 9 to 12 x 90 minute online delivery sessions e.g. Zoom
- Management Application Project (MAP) that delivers measurable improvements to workplace performance
- Optional additional coaching

MANAGEMENT APPLICATION PROJECT (MAP)

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MAP Adviser

During the MAP participants will need to consult with an Adviser at specific stages. The purpose of the Adviser is to:

- Help participants gain feedback on their plans and progress
- Help evaluate each phase of the MAP
- Encourage and motivate participants
- Keep participants accountable

The Adviser(s) may be an individual or a group of people who can provide feedback on the MAP. They may be a peer, a manager or another person who has an understanding of the role and can provide suitable feedback. Organisations may wish to nominate MAP Advisers or let participants choose their own.

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OPTIONAL PROGRAM ENHANCEMENTS

MAP Presentations and Future Planning Workshop



Following the core program, participants will present the outcomes and their achievements of their Management Application Projects to senior management at your organisation. They will also prepare for ongoing development as a manager.

Coaching



FMI's coaching programs offer participants personalised support to help them significantly improve their performance as a manager or leader. It is very beneficial for participants who require additional support. To complement the in person workshops, FMI coaches can help participants:

- Develop knowledge and understanding of concepts
- Develop confidence to apply new approaches to work
- Overcome challenges when making changes to work
- Provide support and guidance for completing Management Application Project

FMI provides both face to face coaching and phone or video call coaching. Methods can be mixed where appropriate.

Face to face coaching is available in blocks of minimum one day for groups.

CUSTOMISED COURSES

FMI is able to tailor or design a bespoke training program specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.

MORE INFORMATION

Reading an overview is often not enough to make a decision about whether that course or program is suitable for you, your team or organisation. Please contact us to discuss your specific challenges, development needs and strategic initiatives. We can advise you on suitable learning and development solutions, even if it includes courses, programs or services not included in our catalogue.

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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

ENQUIRIES AND BOOKINGS

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

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Practical Management Skills Training Programs

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