

MANAGEMENT FOCUS TRAINING PROGRAM



OVERVIEW

FMI's **Management Focus Program** brings the opportunity to enhance essential practical people leadership skills for a team of managers who may be too busy to take extended time off work.

The program consists of up to 12 short sessions between 60 minutes to 90 minutes. It is delivered in the workplace or remotely through video delivery such as Zoom approximately monthly either early in morning or at lunchtime. The sessions allow managers or leadership teams to interact and discuss key issues and skills that affect their management practice and identify how to improve them. The program is facilitated by an experienced facilitator who has practical management experience.

The program can be tailored in content and structure to meet the specific needs of your organisation.

PROGRAM FEATURES

- Flexible delivery options – face to face or by video such as Zoom, Microsoft Teams etc.
- Sessions are delivered in 60 to 90 minutes
- Delivered at work early in morning or at lunchtime to minimise interruption to work
- Delivered monthly or at other regular intervals
- Typical programs are 3 – 12 months

WHO THIS PROGRAM IS SUITABLE FOR

This program 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

Workshop	Key learning content
Module 1	1. Leadership <ul style="list-style-type: none"> - Capabilities of a successful leader - Set the vision for your leadership team - Apply values and standards
	2. Time management <ul style="list-style-type: none"> - Design the work environment and systems to improve efficiency - Apply time management tools and tips to increase effectiveness - Use psychology to improve work practices
	3. Communication and emotional intelligence <ul style="list-style-type: none"> - Keys to effective communication as a leader - Overcome common issues in work communications - Apply emotional intelligence in communication
	4. Delegation <ul style="list-style-type: none"> - Plan delegation - Delegate effectively - Follow up on delegation
Module 2	5. Performance and productivity <ul style="list-style-type: none"> - Set management goals and targets - Monitor performance - Provide performance feedback and management
	6. Coach and mentor <ul style="list-style-type: none"> - Manager as a team coach - Create a mentoring culture - Coach team members effectively
	7. Conflict and difficult conversations <ul style="list-style-type: none"> - Conflict situations that may arise at work - Manage conflict professionally - Hold difficult conversations with staff or customers
	8. Change and stress management <ul style="list-style-type: none"> - Perseverance and resilience - Lead people through change - Stress management approaches
Module 3	9. Continuous improvement <ul style="list-style-type: none"> - Continuous improvement to enhance performance - Useful continuous improvement tools - Lead continuous improvement in the team
	10. Customer service <ul style="list-style-type: none"> - Plan, measure and improving customer service - Apply customer service standards - Deal with customer service issues
	11. Negotiation <ul style="list-style-type: none"> - Negotiation strategies - Prepare to negotiate - Negotiate effectively
	12. Positive workplace culture <ul style="list-style-type: none"> - Keys to positive workplace culture - Enhance the culture of the team - Support effective workplace relationships in the team

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OPTIONAL PROGRAM ENHANCEMENTS

Coaching

FMI's coaching offers 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 group training 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 Projects

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

Video or phone coaching is available as one hour sessions. Face to face coaching is available in blocks of minimum one day for groups of individual coaching, made up of one hour to two hour one on one coaching sessions scheduled over the day.

MAP Presentations and Future Planning Workshop

A useful option to complete the program is to have FMI facilitate a MAP Presentations workshop. This is typically a half day workshop where participants present the outcomes of their MAPs to a panel of managers within the organisation. It provides recognition for the participants of the program and also ensures that the outcomes of the program are shared with both the management team and fellow program participants.

We have found this workshop particularly useful for clients who are keen to embed learnings and improvements to organisational processes from the program into the wider culture of the organisation,

Program Design and Development

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.

If a client requires a program to be created that requires extensive design and development over and above 4 hours tailoring FMI can provide a quotation upon request.

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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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