

# 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. This practical, work based program is typically delivered over 2 – 6 months. It combines four to six workshops with Management Application Projects (MAPs). The program content can integrate examples, case studies and resources from your organisation to enhance relevance and practical application.

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. The workshops also cover topics such as communication, emotional intelligence, resilience, stress management, conflict management, delegation, performance management and team culture. The extended version of this program also includes system design, operational management and continuous improvement.

The **Management Application Projects (MAPs)** are self-directed projects that support participants to identify management related opportunities, issues, tasks and problems and take the initiative to address them in a timely and cost effective way. Through the application of the project, participants also develop project management and interpersonal skills.

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## 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.

## PROGRAM CONTENT

Workshop	Key learning content	4 day program	6 day program
Module 1	<b>Personal effectiveness as a manager</b> <ul style="list-style-type: none"> <li>- Personal leadership</li> <li>- Manage your time and priorities</li> <li>- Manage stress and develop resilience</li> <li>- Build confidence as a manager</li> <li>- Plan for your own development</li> </ul>	✓	✓
	<b>Interpersonal skills for managers</b> <ul style="list-style-type: none"> <li>- People skills and relationships at work</li> <li>- Effective communication at work</li> <li>- Emotional intelligence at work</li> <li>- Lead difficult conversations</li> <li>- Skills MAP briefing</li> </ul>	✓	✓
Module 2	<b>Leading and managing a team</b> <ul style="list-style-type: none"> <li>- Focus on results</li> <li>- Lead people</li> <li>- Raise the leadership standard</li> <li>- Be decisive</li> </ul>	✓	✓
	<b>Performance management</b> <ul style="list-style-type: none"> <li>- Delegate and assign work</li> <li>- Performance management</li> <li>- Identify challenges you face in your role</li> <li>- Manage behavioural issues</li> <li>- Manage performance below standards</li> <li>- Performance MAP briefing</li> </ul>	✓	✓
Module 3	<b>Operational and service design and management</b> <ul style="list-style-type: none"> <li>- Operational management</li> <li>- Resource planning</li> <li>- Customer service management</li> <li>- Service design</li> </ul>		✓
	<b>Continuous improvement and change management</b> <ul style="list-style-type: none"> <li>- Lead and implement continuous improvement systems and processes</li> <li>- Manage and provide opportunities for further improvement</li> <li>- Change in the organisation</li> <li>- People and change</li> <li>- Strategic MAP briefing</li> </ul>		✓

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## MANAGEMENT APPLICATION PROJECT (MAP)

FMI's Management Application Project (MAP) is a professional development tool to improve performance of managers and leaders. These self-directed projects are optional free inclusions in FMI's programs. They support participants to identify management related opportunities, issues, tasks and problems and take the initiative to address them in a timely and cost effective way. MAPs deliver measurable benefits to the organisation. The MAP 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.

### Types of Management Application Projects (MAPs)

There are three types of Management Application Projects in the Practical Management Skills Training Program.

SKILLS MAP	PERFORMANCE MAP	STRATEGIC MAP
Application and practice of management strategies and techniques to improve specific skills.	Focused work each week to change behaviours and improve performance.	Planning and implementation of strategic changes to deliver results for the organisation.
4 – 8 hours to complete	8 – 24 hours to complete	16 – 32 hours to complete
<b>Examples</b> <ul style="list-style-type: none"> <li>- Practice delegation with a colleague, seek feedback, review outcomes</li> <li>- Manage a team meeting and implement strategies to help run the meeting more effectively</li> <li>- Hold discussions using professional communication strategies</li> </ul>	<b>Examples</b> <ul style="list-style-type: none"> <li>- Introduce feedback tools to help motivate, support and engage team members</li> <li>- Coach team members to develop skills and raise level of performance</li> <li>- Introduce weekly planning to help prioritise time and tasks</li> </ul>	<b>Examples</b> <ul style="list-style-type: none"> <li>- Improve a process to increase efficiency and reduce errors</li> <li>- Address customer service challenge to improve level of customer satisfaction</li> <li>- Introduce an innovative way of using resources to improve competitive advantage</li> </ul>

### MAP Mentor

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

- Help participants gain feedback and evaluate their plans and progress
- Encourage and motivate participants
- Keep participants accountable
- Develop participants' interpersonal skills
- Develop participants' understanding of project management and effective reporting

The Mentor(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 Mentors or let participants choose their own.

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## PROGRAM DESIGN

### Module 1



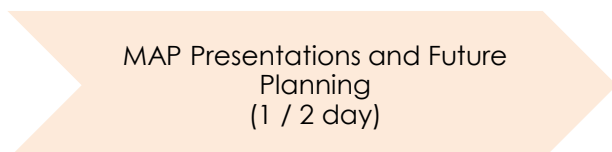
### Module 2



### Module 3 (included in 6 day program only)



### Review (optional)



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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 Project

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.

Phone: +61 2 9660 0199

Email: [fmi@fmi-au.com](mailto:fmi@fmi-au.com)