

# PRACTICAL MANAGEMENT SKILLS COURSE



## OVERVIEW

This very popular course gives managers a practical approach to managing themselves and others effectively.

Participants learn practical approaches to optimise the way they manage people and work.

It helps participants to manage personal effectiveness such as confidence, assertiveness, stress and resilience. This includes developing personal leadership and managing time and priorities. It also involves developing resilience, building confidence as a manager and planning your ongoing development.

The course explains how to manage interpersonal relationships with people. It includes people skills as a leader and communication skills for managers. It also helps managers identify how to apply emotional intelligence at work. These skills are then tested in challenging situations such as managing conflict and leading difficult conversations.

Importantly the course also focuses on how to lead teams and delegate work and manage performance as well as meet challenges you may face in leading the team.

## WHO THIS COURSE IS SUITABLE FOR

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

# PRACTICAL MANAGEMENT SKILLS COURSE

## COURSE CONTENT

SECTION	KEY LEARNING CONTENT
<b>Introduction and overview</b>	0.1 Welcome 0.2 Course overview 0.3 Your targets for this course
<b>1. Your role as a manager</b>	1.1 Your management role, responsibilities and values 1.2 Lead by example and respect team members 1.3 Identify areas for improvement in team work 1.4 Set clear expectations for your team members
<b>2. People skills, communication and emotional intelligence</b>	2.1 People skills and relationships for managers 2.2 Clear and concise communication with teams and stakeholders 2.3 Assertive communication 2.4 Advanced emotional intelligence
<b>3. Prioritise and delegate work</b>	3.1 Review and prioritise work and time 3.2 Plan delegation 3.3 Practical delegation 3.4 Follow up to delegation
<b>4. Lead and motivate as a manager</b>	4.1 Understand your leadership style 4.2 Motivate, engage and energise people 4.3 Set goals, roles and responsibilities for others 4.4 Develop a positive team culture
<b>5. Coach, mentor and support people</b>	5.1 Manage different personalities you work with 5.2 Coach and mentor people for improved performance
<b>6. Manage performance</b>	6.1 Manage performance and behavioural feedback 6.2 Give performance feedback
<b>7. Meet challenges for managers</b>	7.1 Meet challenges as a manager 7.2 Keys to manage conflict 7.3 Lead difficult conversations
<b>8. Move forward as a manager</b>	8.1 Build resilience and manage stress as a manager 8.2 Develop a continuous improvement mindset 8.3 Course review 8.4 Develop your management and leadership confidence and capabilities further

# PRACTICAL MANAGEMENT SKILLS COURSE

## GROUP DELIVERY OPTIONS:

- 2 days face to face OR
- 8 x 90 sessions delivered via Zoom or other video platform
- An extended intensive 3 day version is also available.

## INDIVIDUAL DELIVERY OPTIONS:

- 8 x 60 sessions delivered via Zoom
- 8 x 90 sessions delivered via Zoom
- 10 x 90 sessions delivered via Zoom

## CUSTOMISED COURSES

FMI is able to design a bespoke training course 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.

FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

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.

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. Programs can be delivered by FMI or by someone from within your organisation.

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

## 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.

## 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)



## Practical Management Skills Short Course

[www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

Email: [fmi@fmi-au.com](mailto:fmi@fmi-au.com) | Phone: +61 2 9660 0199