● **Frontline Management Topics**

'FRONTLINE MANAGEMENT IS A KEY SKILL FOR ANY EMERGING LEADER WITHIN TODAY'S WORK ENVIRONMENT.'

Learning & understanding the fundamentals of Frontline Management is a key skill for any emerging leader within today's work environment. Managing time, expectations, setting the agenda, while motivating oneself and a newly appointed team are the platforms of supervisory skills that lead to increased leadership capability.

The day will include discussions, demonstrations, role-play, activities and approaches in a safe and fun environment. Make your next booking on www.futureproofyou.com or call us today on + 61 (0)8 8443 5958.

We have a suite of tailor-made Frontline Management programs for you to choose from that will assist you and your team to develop these fundamentals of supervisory, management and long-term leadership tools. These include;

**Intro Overview - What Does
A Frontline Manager Do?** *(1.5 hrs approx.)*
Basic Functional Skills
- Planning
- Controlling
- Problem solving
- Organising

Leadership Skills
- Feedback
- Coaching
- Performance appraisal
- To inspire

Self Management Skills
- Priority setting
- Delegating
- Time

Communication Skills
- One to one communication
- Group communication
- Written communication
- Public relations

Operational Planning *(4 hrs approx.)*
- Management by objectives
- Goal setting
- Key result areas
- Key Performance Indicators

Decision Making *(1 hrs approx.)*
- Processes for sound decision making (simple and complex)

Delegation *(3 hrs approx.)*
- Why managers don't delegate and burn out
- Staged process to delegate effectively with reduced risk

Work Flow Control *(3 hrs approx.)*
- Ensuring workloads are motivating and manageable
- Managing for good performance

Discipline *(3-4 hrs approx.)*
- Keeping workplace behaviour acceptable within policies and standards
- Establishing acceptable boundaries
- When good employees drop performance
- Termination

Conducting Meetings *(3 hrs approx.)*
- Understanding different meeting styles
- Preparation prevents poor performance
- Facilitating meetings to ensure action

Problem Solving *(4 hrs approx.)*
- Systemic approach to problem solving
- Examining the problem
- Using the team
- Using experts

Other topics depending on specific client needs
- Report writing *(4 hrs)*
- Managing remotely *(3 hrs)*
- Managing a diverse workforce *(4 hrs)*
- Managing different generations *(3 hrs)*
- Better recruitment practice *(4 hrs)*
- Continuous improvement *(7 hrs)*