



*Purpose-built
Leadership and
Management Training
for Frontline Staff*





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About FLM Training

Overview

Frontline Management Training Australia (FLMT) only delivers programs for frontline managers and staff, and was founded specifically to address the unique challenges faced by people working at this level.

The organisation was established when its founders, having worked in this space for many years, recognised that there was a distinct lack of training providers that were truly focussed on, and therefore truly understood, the capability needs of people working on the frontline.

We use our in-depth FLM knowledge and experience to design and deliver programs with the precise needs of frontline staff at their core - fit-for-purpose, cost-effective, and outcomes-driven capability development solutions.

Furthermore, our Client Solutions Managers, Instructional Designers, Workshop Facilitators, and Coaches work closely with our clients to contextualise the delivery of our learning solutions to meet the specific needs of the organisation and participants.

As a result, FLMT offers some of Australia's leading frontline-focussed non-award courses, as well as nationally accredited Certificate IV and Diploma programs. For example, our signature programs, the Professional Certificate in Frontline Management and the Professional Certificate in Project Management, continue to be extremely popular, measuring highly across all survey areas.

With staff across Australia, FLMT offers a national delivery capability to city, rural, and remote locations, meaning we can deliver onsite, regardless of where you are located. However, mindful of some of the geographical challenges Australia presents many organisations for delivering face-to-face, we also offer online and virtual workshops that can be delivered in isolation or as part of a blended solution.

For more information on how FLMT can work with your organisation to ensure your frontline staff are prepared for success, please review the solutions in this brochure and/or contact us via **1300 790 311** or enquiries@flmtraining.com.au to organise a chat with one of our Client Solutions Managers.



Our Mission

To provide our clients and workshop participants with the very highest standards in service, experience, value for money, and learning outcomes. When a person attends a Frontline Management Training program, it guarantees that they have attended training that ensures improvement in confidence, capability, and performance.

Our Vision

To firmly establish Frontline Management Training as Australia's leading provider of frontline capability development programs in relation to the number of organisations we deliver to, the number of participants attending our workshops, and, most importantly, in the quality of our learning outcomes.



Locations

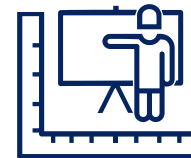
Frontline Management Training has staff across Australia, meaning we can deliver programs to city, rural, and remote locations, as well as internationally.



Partnership Approach



Exceptional Client Support



Custom Programs



Contextualised Delivery



The FLMT Guarantee



Focused on the Frontline



Benchmark Training Programs



Preparing Participants to Learn



Nationwide Delivery



Diagnostics & Profiling



SME Facilitators



Blended Learning Options



Experiential Workshops



Virtual Workshops



Online Workshops



How We Achieve Learning Outcomes



Partnership Approach

FLMT's business strategy focusses on high quality capability development. To achieve this, we develop a close partner relationship with our clients, working with them to design and develop relevant and highly effective professional development programs for their frontline leaders and staff.

As an integral part of our client-partner approach, your program(s) will be managed by one of our highly experienced Client Solutions Managers who will work closely with you to clarify your needs and expectations, oversee the development of course content, select appropriate workshop facilitators, and, if required, enlist any other FLMT colleagues appropriate to the consultation process. Put simply, your FLMT Client Solutions Manager is responsible for making sure your program achieves all expectations.

Of course, learning is not simply achieved through the delivery of training, so FLMT works with our clients to ensure that a strategy, built on the 70-20-10 principle, is in place to ensure program participants are well prepared for their training, and have the ability, with support from their managers and co-workers, to fully transfer their new skills and knowledge after their training.



Focused on the Frontline

We are experts because we focus solely on developing the capabilities of frontline managers and staff. This focus has meant that, over many years of working with frontline staff across a range of industries, we have gained an in-depth understanding of their leadership and management requirements and, most importantly, what they need to be highly capable, confident, and successful.



Benchmark Training Programs

FLMT programs are designed and developed to achieve the highest levels in learning outcomes and return on investment. Supporting our position as one of the leading providers of business and leadership training in Australia are the following statistics:

- A Senior Management Team with over 70 years of combined learning and development industry experience
- Over 90% of clients surveyed state the #1 reason they engage us is due to 'reliability in achieving targeted learning outcomes'
- Our participant feedback surveys consistently show:
 - an average overall satisfaction rate of over 90%
 - an average self-assessed improvement in confidence and capability of over 50%
 - that they would be keen to attend another FLMT workshop
 - that they would be happy to recommend us to their colleagues
- Client data that shows an increase in engagement and tenure in staff that have attended one of our workshops



How We Achieve Learning Outcomes

continued



Our Facilitators

All FLMT workshop facilitators are not just subject matter experts in their field of expertise, but have in-depth experience of working in and/or with Australian businesses. This experience more readily creates credibility and trust with the workshop participants, and enables the facilitators to draw on real-world experience when offering information and advice on specific areas of development.



Contextualised Delivery

While the content and structure of all FLMT workshops have been designed and developed to address the essential capability development needs of frontline managers and staff, we do not assume that one-size-fits-all. Therefore, all workshop delivery is contextualised to meet the unique needs of your organisation/staff at no additional cost.





How We Achieve Learning Outcomes continued



Client Support

From booking facilitators, training rooms, and catering, to enrolling participants, organising workshop materials, and online learning logins, our dedicated Client Support Team ensures the efficient and reliable delivery of programs so that our clients don't need to.



Blended Learning

In addition to our Learning to Learn online workshops, and to further prepare program participants for their upcoming face-to-face or virtual workshop(s), FLMT provides short (5-10 minute) online learning modules for each subject. These modules offer insights into the topic of learning, encouraging participants to consider the key aspects of the topic they need to develop, as well as providing tools and advice on successfully transferring their new knowledge and skills to the workplace.

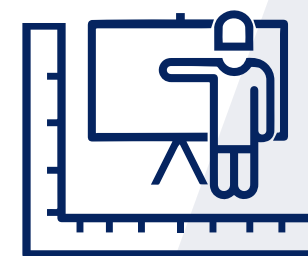
See page 12 for more information.



Preparing Participants to Learn

For participants new to an FLMT program, we offer the following pre-program Learning to Learn online workshops to assist in ensuring they are fully prepared for, and get the most from, their learning experience:

- Creating a personal training plan
- How to learn
- Pre-workshop preparation
- Transferring learning



Custom Programs

In addition to our established programs, FLMT works closely with clients to design and develop fully contextualised workshops to develop capabilities not addressed in standard programs.

See page 17 for more information.

How We Achieve Learning Outcomes *continued*



Experiential Workshops

FLMT workshops are not lectures. They are highly engaging, activity- and discussion-based workshops that draw on the established adult learning principles of:

- 1. Self-directing** – adults are autonomous and self-directing
- 2. Learn by doing** – adults learn best through experiences
- 3. Relevance** – adults require learning content that is meaningful and relevant to them, their lives, and their work
- 4. Experience** – adults learn best when drawing upon past experiences, and when referencing case scenarios and examples that they can relate to
- 5. Sensory learning** – adults benefit from multi-sensory learning and teaching methods
- 6. Practice** – the more an adult learner can practise new skills, competencies, or the application of knowledge, the more transformational impact the learning intervention will have
- 7. Personal Development** – adults need their personal desires and ambitions considered when planning and delivering adult learning programs
- 8. Involvement** – effective adult learning programs have planned for learner feedback and consultation

For more information, see the 'Blended Delivery Format' section on Page 12



Virtual Workshops

FLMT offers all of its programs in virtual format for either full cohorts or part-virtual/part-face-to-face cohorts.

See page 16 for more information.



Diagnostics and Profiling

To increase self-awareness and provide powerful insights as to how an individual can best impact on their colleagues and/or team, FLMT offers a suite of accredited diagnostic and profiling tools including DiSC, Skillscope Leadership 360, True Colours, PCTI, HBDI, TMPQ, GENOS, SHL, Myers-Briggs, LSI, and TLCP.

See pages 22/23 for more information.



Online Workshops

FLMT's extensive library of online business and leadership training programs enables our clients to provide their frontline managers and staff with the flexibility to learn anytime and anywhere.

See pages 18/19/20/21 for more information.



The FLMT Guarantee

FLMT looks to build genuine partnerships with its clients and maintain its reputation as a training provider of the very highest standards. As such, we guarantee we will only propose to deliver programs that we are confident will achieve the targeted learning outcomes.

Professional Certificates

Our Professional Certificate courses provide the comprehensive knowledge and skills of a VET qualification with the flexibility of non-award program

Professional Certificates are a series of short courses selected to develop the critical professional skills needed to succeed in specific roles and/or fields.

A key aspect of Professional Certificates is that they are awarded for completion of a specified volume of learning, rather than assessments, meaning they provide the comprehensive knowledge and skills of a qualification with the agility and flexibility of non-accredited programs.

Our Professional Certificate courses have been built to address the capability needs of frontline managers in two key areas - Leadership and Management, and Project Management.

While the content and structure of our Professional Certificate Programs have been designed and developed to address the essential capability development needs of frontline managers and staff, we do not assume that one-size-fits-all. Therefore, all workshop delivery is contextualised to meet the unique needs of your organisation/staff at no additional cost.

To be awarded with an FLMT Professional Certificate, participants must fully complete eight workshop topics, ie the online learning, face-to-face workshop, and one-on-one coaching session for eight separate topics.

Please note: Professional Certificates are a recognition of attendance and achievement of learning, and, as such, are not a formal AQF qualification.

Delivery Format

The nature of Professional Certificates allows for exceptional flexibility in delivery; however, to achieve the maximum in learning outcomes, FLMT recommends delivering one blended workshop topic (online learning, followed by the face-to-face facilitated workshop, followed by one-on-one coaching) every 4-6 weeks.

Learning to Learn

For participants new to an FLMT program, we highly recommend our four Learning to Learn pre-program online workshops:

- Creating a personal training plan
- How to learn
- Pre-workshop preparation
- Transferring learning

Program 1:

Professional Certificate in Frontline Management

FLMT's Professional Certificate in Frontline Management has been designed and developed to build the key knowledge and skills identified as essential to be an effective frontline manager, and, as such, offers the following workshop topic options:

- Asset Management
- Change Management
- Coaching and Mentoring
- Communication Skills
- Developing and Leading Teams
- Diversity and Inclusion
- Document-Writing Skills
- Emotional Intelligence
- Finance for Non-Financial People
- Influence, Negotiation, and Conflict Resolution
- Innovation and Creative Problem-Solving
- Leadership Essentials
- Leading Virtually
- Managing Self
- Performance Management
- Presentation Skills
- Project Management Fundamentals
- Safety Leadership
- Strategic Thinking, Planning, and Implementation
- Stress and Anxiety Management
- Women in Leadership

Please note: Eight topics must be fully completed for participants to receive the FLMT Professional Certificate. If fewer are selected/completed, an FLMP and client co-branded, and client-named, course certificate can be provided and/or individual Certificates of Attendance issued for each topic completed.



Professional Certificates *continued*

Program 2:

The Professional Certificate in Project Management

FLMT's Professional Certificate in Project Management has been designed and developed to build the key knowledge and skills identified as essential to effectively manage and lead projects, and, as such, offers the following workshop topic options:

- The four stages of project management
- Practical ideas for the four stages
- Selecting a framework
- Scheduling and deliverables
- Tasks, time, and resources
- Leading the project team
- Managing communication
- Project meetings
- Reporting and KPIs
- Costs, risks, and quality
- Scope management
- Handling scope creep
- Change management
- Feedback, review, and improvement

Please note: Eight topics must be fully completed for participants to receive the FLMT Professional Certificate. If fewer are selected/completed, an FLMP and client co-branded, and client-named, course certificate can be provided and/or individual Certificates of Attendance issued for each topic completed.

For full workshop content and learning outcomes, please see the 'FLMT Individual Short Courses' section on pages 12/13/14/15.



VET Qualifications

For organisations looking for award programs, we offer Certificate IV and Diploma qualifications in both Leadership and Management, and Project Management.

Frontline Management Training Australia offers four VET programs*, identified as being closely aligned to the specific needs of frontline managers requiring an AQF qualification:

- BSB42015 Certificate IV in Leadership and Management
- BSB41515 Certificate IV in Project Management Practice
- BSB51918 Diploma of Leadership and Management
- BSB51415 Diploma of Project Management

Learning to Learn

For participants new to an FLMT program, we highly recommend our four Learning to Learn pre-program online workshops:

- Creating a personal training plan
- How to learn
- Pre-workshop preparation
- Transferring learning



BSB42015 Certificate IV in Leadership and Management

For organisations to be as productive and profitable as possible, they require outstanding leadership at every level. Furthermore, highly capable frontline managers, team leaders, and supervisors provide an essential link between an organisation's senior leadership team and frontline staff.

FLMT's Certificate IV in Leadership and Management has been developed using our in-depth understanding of the needs of frontline managers and their staff to provide the comprehensive knowledge and skills required to successfully move into a leadership role.

Core Units

- BSBLDR401 Communicate effectively as a workplace leader
- BSBLDR402 Lead effective workplace relationships
- BSBLDR403 Lead team effectiveness
- BSBMGT402 Implement operational plan

Elective Units (six to be selected)

- BSBCUS402 Address customer needs
- SBSBRT401 Articulate, present, and debate ideas
- BSBREL402 Build client relationships and business networks
- BSBWOR404 Develop work priorities
- BSBREL401 Establish networks
- BSBRSK401 Identify risk and apply risk management processes
- BSBWHS401 Implement and monitor WHS policies, procedures, and programs to meet legislative requirements
- BSBMGT403 Implement continuous improvement
- BSBLDR404 Lead a diverse workforce
- SBSBMM401 Make a presentation
- BSBADM405 Organise meetings
- BSBINN301 Promote innovation in a team environment
- BSBFIA412 Report on financial activities
- BSBMGT401 Show leadership in the workplace
- BSBHRM405 Support the recruitment, selection, and induction of staff
- BSBPMG522 Undertake project work
- BSBWRT401 Write complex documents

VET Qualifications continued

BSB41515 Certificate IV in Project Management Practice

Project success relies not just on the knowledge and skills of the project manager(s) but on those of the entire project team.

FLMT's Certificate IV in Project Management Practice provides a solid understanding of the fundamental principles of project management, and equips participants with the capability and confidence to take their place in a project team or lead small-to-medium-sized projects themselves.

Units

Please note: All nine units of this qualification are considered to be core and must be completed.

- BSBPMG409 Apply project scope management techniques
- BSBPMG410 Apply project time management techniques
- BSBPMG411 Apply project quality management techniques
- BSBPMG412 Apply project cost management techniques
- BSBPMG413 Apply project human resources management approaches
- BSBPMG414 Apply project information management and communications techniques
- BSBPMG415 Apply project risk management techniques
- BSBPMG416 Apply project procurement procedures
- BSBPMG418 Apply project stakeholder engagement techniques

BSB51918 Diploma of Leadership and Management

The Diploma of Leadership and Management is an ideal qualification for those with a Certificate IV and/or those who have already worked in a leadership role for a few years and are looking to take their capabilities and career to the next level.

The program focusses on developing the knowledge and skills participants need to manage themselves as well as their team, by exploring the critical capabilities that make an effective manager - leadership, business acumen, and people performance.

Units

- BSBMGT517 Manage operational plan
- BSBWOR502 Lead and manage team effectiveness
- BSBLDR502 Lead and manage effective workplace relationships
- BSBLDR511 Develop and use emotional intelligence

Elective Units (eight to be selected)

- BSBINN502 Build and sustain an innovative work environment
- BSBWHS501 Ensure a safe workplace
- BSBMGT516 Facilitate continuous improvement
- BSBPMG522 Undertake project work
- BSBFIM501 Manage budgets and financial plans
- BSBADM502 Manage meetings
- BSBMGT502 Manage people performance
- BSBWOR501 Manage personal work priorities and professional development
- BSBRSK501 Manage risk
- BSBLED501 Develop a workplace learning environment
- BSBLDR504 Implement diversity in the workplace
- BSBLDR513 Communicate with influence

BSB51415 Diploma of Project Management

The Diploma of Project Management is an ideal qualification for project team leaders, or people working within projects looking to develop the skills and knowledge required to successfully manage projects and provide their project team with effective leadership. As such, it develops the critical knowledge and skills needed to plan, execute, lead, and finalise projects competently and confidently.

Units

Please note: All twelve units of this qualification are considered to be core and must be completed.

- BSBPMG511 Manage project scope
- BSBPMG512 Manage project time
- BSBPMG513 Manage project quality
- BSBPMG514 Manage project cost
- BSBPMG515 Manage project human resources
- BSBPMG516 Manage project information and communication
- BSBPMG517 Manage project risk
- BSBPMG521 Manage project integration
- BSBPMG518 Manage project procurement
- BSBPMG519 Manage project stakeholder engagement
- BSBPMG520 Manage project governance
- BSBMGT516 Facilitate continuous improvement

*Frontline Management Training Australia's VET Qualifications are awarded by our auspicing partners, The Learning Collaborative Pty Ltd - RTO: 32350 / ABN 44 147 021 805



Individual Short Courses



Flexible, Agile, and Targeted Workshops with Immediate Impact

Our suite of blended experiential short courses can be delivered as stand-alone workshops, or as a suite of workshops under one overarching program title (see our Professional Certificates for more information).

While the content and structure of each FLMT workshop has been designed and developed to address the essential capability development needs of frontline managers and staff, we do not assume that one-size-fits-all. Therefore, all workshop delivery is contextualised to meet the unique needs of your organisation/staff at no additional cost.

Blended Delivery Format

In order to ensure flexibility of learning and the highest possible learning outcomes, FLMT's suite of short courses have been developed in a fully blended (online, face-to-face, and virtual) format*.

Learning to Learn

For participants new to an FLMT program, we highly recommend our four Learning to Learn pre-program online workshops:

- Creating a personal training plan
- How to learn
- Pre-workshop preparation
- Transferring learning

Stage 1:

The delivery of each workshop begins with an introduction to the topic via an online module. This provides the workshop participants with an understanding of the essential aspects of the topic and prepares them for their face-to-face workshop.

Stage 2:

Approximately two weeks after being provided with their online learning, participants take part in their experiential face-to-face, or, if required, virtual workshop. This builds on their online learning via facilitated discussions, shared learning, activities, and more. These workshops conclude with each participant developing a personal learning action plan.

Stage 3:

Approximately two weeks after the experiential workshop, participants receive a 30 minute one-on-one coaching session to check on the progress of their action plan and address any issues.

*While the FLMT workshops have been developed in a fully-blended format, clients have the option of delivering all topics in just face-to-face, virtual, or online format.

Short Course Topics (A-Z)

Asset Management

The ability for a frontline manager to efficiently manage organisational assets has a significant impact on the life expectancy and efficiency of equipment, workforce safety, productivity, profitability, and more. This workshop provides the essential asset management knowledge and skills required to ensure that assets are ready and available to achieve core organisational goals, and includes:

- The asset management lifecycle
- Providing capability and value
- Strategic asset management
- Asset management planning
- Assessing the viability and reliability of assets
- Designing, building, and installing high quality assets
- Implementing continuous improvement and maintenance initiatives

Change Management

Change is inevitable, and the ability to successfully manage a team through change can have huge implications for a team/organisation. This program provides the key knowledge that underpins any successful change process, and essential information for anyone involved in planning and leading sustainable organisational change, and includes:

- Identifying organisational risk management issues
- Guidelines for organisational risk management
- Risk identification, analysis, and evaluation
- Risk treatment, recording, monitoring, and review
- Event management and business recovery/continuity



Individual Short Courses continued

Coaching and Mentoring

The ability and willingness of a frontline manager to provide his or her team members with resources, direction, and the guidance that they need to do their job well, is essential in maximising team engagement, motivation, contentment, and, of course, productivity.

This workshop provides the coaching and mentoring knowledge and skills needed to guide, advise, motivate, and inspire team members to peak performance, and includes:

- The importance of the manager as coach/mentor in achieving individual and team success
- Styles of coaching/mentoring
- Identifying and understanding various learning styles/needs
- The importance of effective communication skills and rapport when coaching/mentoring
- The art of listening, observing, questioning, and responding
- Stimulating meaningful conversations
- Helping set appropriate goals
- The ongoing coaching/mentoring process

Communication Skills

To build effective relationships and work with others to achieve results, the manager must be able to communicate his or her ideas clearly and concisely. This course provides a range of communication techniques and strategies that will enable them to become a more effective and confident communicator, and includes:

- Introduction to effective communication
- Barriers to open communication
- Individual communication styles
- Profiling - type indicators and tools
- Creating positive influence
- Effective organisational communication
- Barriers to communication

Developing and Leading Teams

The effectiveness of a team is directly related to how it performs as a cohesive, cooperative unit pulling together to achieve a shared goal. The ability of a frontline manager to ensure team unity is therefore an absolute necessity.



This workshop provides the knowledge and skills required to build, motivate, and manage highly cohesive teams, and includes:

- Defining a cohesive team vs a non-cohesive team
- What should a team expect from its leader to ensure team unity and cohesiveness?
- Types of teams
- Understanding the stages of team development
- Getting your team on side
- Communicating effectively and positively with your team
- Running highly effective team meetings
- Activities for team building/cohesion

Diversity and Inclusion

The modern Australian workforce is extremely diverse in terms of nationality, gender, race, religion, language, age, etc, which can present some unique benefits and challenges for frontline managers. This workshop has been developed for anyone whose role requires that they manage teams comprising of people from a variety of backgrounds and with varying needs, and includes:

- The common benefits and challenges of managing diverse teams
- Understanding the needs of various groups
- Identifying and understanding team development phases
- Identifying, understanding, and developing the skills required to encourage strong, effective team relationships in diverse groups
- Planning and implementing activities that build team communication, rapport, positive relationships, and loyalty
- Developing a team development action plan

Document-Writing Skills

This workshop is designed for people wishing to broaden their knowledge, skills, and confidence in writing a range of different workplace documents for a variety of audiences to the standard and style required by their workplaces, and includes:

- What makes good writing?
- Knowing your audience, purpose, medium
- Different types of workplace documents
- The writing process
- Grammar, punctuation, and spelling.
- Using the appropriate style and tone
- Creating and using a style guide
- Using templates
- Writing a range of documents, eg emails, letters, instructions, procedures, leaflets, brochures, reports, business cases

Emotional Intelligence

A team's effectiveness is greatly affected, both positively and negatively, by its members' emotional and social behaviours, and can therefore have an extremely positive impact on the effectiveness of individuals and their teams, resulting in significantly improved efficiency, productivity, and profitability of an organisation. This workshop provides participants with an understanding of themselves and others in order to create positive workplace communication and relationships, and includes:

- Participant emotional intelligence profiling
- An introduction to emotional intelligence
- Self-awareness
- Self-regulation
- Motivation
- Social skills
- Developing a personal emotional and social action plan

Individual Short Courses *continued*

Finance for Non-Financial People

The modern frontline manager is often required to have a solid understanding of the costs of operating his or her team. This workshop provides people with little or no finance or accounting the knowledge to understand and utilise financial information, and includes:

- Understanding and analysing the content of financial reports
- Identifying and using appropriate key financial performance indicators
- Using financial data for effective decision-making
- Interacting effectively with accounting and financial people

Influence, Negotiation, and Conflict Resolution

Both influence and negotiation encompass a number of skills/disciplines which are generic to most organisations today. Apart from being stand-alone competencies, they also impact significantly on successful conflict management. This program is structured to address all these areas by correlating the skill sets essential to the accomplished negotiator, and includes:

- The negotiation cycle
- Negotiation styles
- The components of positive influence
- Altering the balance of power during a negotiation
- Identifying and using non-verbal signals
- Breaking deadlocks
- Concessions and their worth

Innovation and Creative Problem-Solving

The ability to innovate and think creatively has been shown to have a significant, positive effect on efficiency, productivity, and profitability. This workshop provides an insight into the benefits of developing a problem-solving mindset, and introduces simple tools and techniques that assist in developing innovative and creative solutions to issues which may impact on the ability of an individual and their team to perform at the highest level, and includes:

- Definition and scope of innovation and creative problem-solving
- Styles of thinking/problem-solving personality types
- The process of innovative thinking, problem-solving, and decision-making
- Innovation and problem-solving theory, tools, and techniques
- Brainstorming
- Organisational issues relating to innovation and creative problem-solving
- Implementing solutions

Leadership Essentials

The engagement and productivity of an organisation is directly related to standard of leadership at every level. This program provides frontline managers with the capability and confidence to ensure maximum team/organisational effectiveness, cooperation, reliability, motivation, and, of course, productivity, and includes:

- Understanding the essential functions of a successful team leader
- Managing, motivating, and rewarding your team
- Running effective and inspiring meetings
- Identifying, utilising, and combining your team's talents
- Successfully delegating responsibility, accountability, and authority
- Dealing with difficult team members
- Setting and managing goals and KPIs

Leading Virtually

2020 has seen many frontline managers tasked with managing their teams remotely. To do this successfully requires an ability to establish clear, reliable lines of communication, develop a strong team culture/identity, implement systems, both technical and social, that ensure adherence to organisational standards and outcomes of the highest levels, and, perhaps most

importantly, build a solid and trusting relationship with team members. This workshop provides participants with insight into the dynamics of managing teams remotely, and includes:

- The use of virtual meeting rooms
- Remote team types and their characteristics
- Defining and developing the characteristics of an effective remote team
- Cross-cultural considerations for effective remote team management
- Communicating effectively with remote teams
- Performance managing remote teams
- Systems, processes, and technical aids to managing remote teams

Managing Self

The ability to successfully manage time and work processes - and therefore increase productivity, reduce stress and mistakes, and meet/beat deadlines - requires an understanding of how to quickly and effectively prioritise work tasks, approximate task timeframes, and develop/implement daily/weekly/monthly work plans. This workshop provides participants with tools, techniques, and strategies that can be easily implemented in their workplace to minimise wasted time and maximise efficiency and productivity, and includes:

- The principles of time management
- Self-evaluation: personal productivity cycles
- Simple time management and process management methods
- Common personality types and their impacts on time management
- Analysing and prioritising your workload and planning tasks
- Creating an efficient workplace

Performance Management

An understanding of the performance management process enhances team member performance through a continuous process of self-monitoring. This workshop is structured to help frontline managers foster a positive climate of trust and openness to cultivate optimum performance, and includes:

- Introduction to performance management
- The role of the manager in performance management
- Foundations of a performance management system
- Performance management as a cycle and process
- Effective performance reviews



Individual Short Courses continued

Presentation Skills

This workshop has been designed for anyone whose role requires that they make presentations to their peers and/or clients, providing the skills and confidence needed to design, develop, and deliver highly effective presentations to make the maximum positive impact on the audience, and includes:

- Planning your presentation
- The use of checklists, mind maps, and prompt cards
- Using visual aids to increase impact
- Translating your written words into effective spoken words
- Using your voice effectively
- Controlling nerves and anxiety
- Rehearsing for success
- Engaging the audience - and keeping it that way
- Anticipating and responding to questions

Project Management Fundamentals

Project management involves planning, organising, directing, and controlling a project. This course is the first step to becoming a capable project manager or a member of a project team, is designed to improve your understanding of the project life cycle, and includes:

- Project management terminology
- Project stakeholders and project life cycle
- Role of project manager and project team
- Project definition and scope
- Plan and schedule development
- Management, communication, monitoring handover, and review
- Project management tools and techniques
- Project risk

Safety Leadership

It is the responsibility of the entire workforce to create and maintain a safe, incident-free workplace, with increased emphasis placed on those in management positions to lead and develop a culture of safety. This workshop provides participants with developing a culture that is fully committed to ensuring a workplace that is safety focussed, and includes:



- Why all the fuss about safety? Society and cost
- The benefits of safety leadership to you and your organisation
- WHS responsibilities of people in the workplace
- Safety behaviours
- What is a safety culture and how do we build one?
- Beliefs, values, attitudes, and behaviour – how do we influence these in others?
- Stages of cultural evolution

Strategic Thinking, Planning, and Implementation

Trying to achieve individual, team, or organisational goals without a strategy is likened to trying to find a location without a map. This workshop provides the essential knowledge and skills needed to develop and implement successful strategies in an efficient, holistic, and integrated manner, and includes:

- Introduction to strategic planning
- Key steps towards a strategic plan
- SWOTs—keys to business strategies
- Simple and short strategic plans
- Strategic planning worksheet
- Plan to implement

Stress and Anxiety Management

Statistics clearly show that workplace stress is on the increase in Australia, resulting in lowered engagement, reduced tenure, increased health risks, increased absenteeism, and, in extreme cases, even death.

This workshop develops the ability to manage stress and anxiety via the use of simple but highly effective strategies, and includes:

- Negative stress vs positive stress
- Creating a less stressful and anxious lifestyle
- How to change potentially stressful situations
- Techniques for dealing with stressful situations
- Using routines to avoid stress and anxiety
- Relaxation techniques to aid stress reduction and anxiety reduction
- Creating a plan

Women in Leadership

Many industries that have traditionally had a male-only workforce are increasingly employing female staff. However, while the benefits of a mixed gender workforce are now well established, women continue to make up just a small percentage of most teams, which can provide some unique management issues for women managing teams of men.

This workshop provides female frontline managers with the knowledge and skills required to understand the – sometimes unique – requirements of their male staff and how to ensure mixed-gender teams work cohesively for maximum productivity, and includes:

- Common issues faced by female frontline managers
- Mixed teams struggling to perform vs mixed teams that excel
- Team development phases
- Identify, understand, and develop the skills required to encourage strong, effective team relationships between men and women in a male-dominant team
- Building team communication, rapport, positive relationships, and loyalty
- Developing a team-development action plan

Virtual Short Courses

All of our individual short courses (listed on pages 12/13/14/15) are available in virtual format, offering the facilitated, interactive, and shared learning experience of a face-to-face workshop with the accessibility, agility, and flexibility of an online course.

All of FLMT's short courses can be delivered in virtual format, meaning some or all of a workshop's participants can learn from anywhere in Australia or around the globe. As with our blended workshops, our virtual workshops offer the option to be delivered as stand-alone topics or as a suite of topics under one overarching program title (see the Professional Certificates section for more information).

While the content and structure of each FLMT workshop has been designed and developed to address the essential capability development needs of frontline managers and staff, we do not assume that one-size-fits-all. Therefore, the delivery of all FLMT virtual workshops is contextualised to meet the unique needs of your organisation/staff at no additional cost.

Virtual Delivery Format

In order to ensure flexibility of learning and the highest possible learning outcomes, FLMT's suite of virtual short courses have been developed in a blended (online and virtual) format.

Learning to Learn

For participants new to an FLMT program, we highly recommend our four Learning to Learn pre-program online workshops:

- Creating a personal training plan
- How to learn
- Pre-workshop preparation
- Transferring learning

Stage 1: The delivery of each workshop begins with an introduction to the topic via an online module. This provides the workshop participants with an understanding of the essential aspects of the topic and prepares them for their face-to-face workshop.

Stage 2: Approximately two weeks after being provided with their online learning, participants take part in their virtual workshop. This builds on their online learning via facilitated discussions, shared learning, activities, and more. These workshops conclude with each participant developing a personal learning action plan.

Stage 3: Approximately two weeks after the virtual workshop, participants receive a 30 minute one-on-one virtual coaching session to check on the progress of their action plan and address any issues.

Please note: While the FLMT workshops have been developed in a fully blended format, clients have the option of delivering all topics in just face-to-face, virtual, or online format.



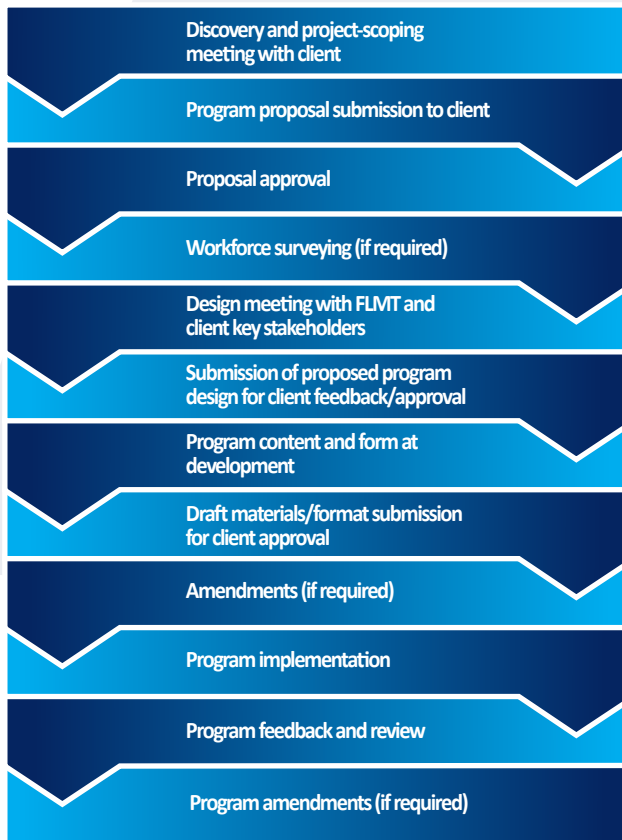
Custom Workshops

When you need a program built to address a specific and/or unique set of capabilities.

In addition to our established programs, FLMT works closely with clients to design and develop fully contextualised workshops to improve capabilities not addressed in standard programs.

Throughout the custom program development process, our Client Solutions Managers work closely with our client key stakeholders to ensure that needs and expectations are clearly understood, and oversee the development of course content and, where required, program implementation.

The FLMT custom program development process typically involves twelve key steps:





Online Short Courses

From Leadership and Management, to Finance and WHS, our huge suite of online courses means our clients can provide their frontline managers and staff with training anytime and anywhere.

The way people in industry learn is changing, the introduction of online and virtual options providing opportunities for more flexible learning to either complement or, where necessary and appropriate, replace face-to-face workshops.

Prior to 2020, these e-options were considered by many to be non-essential, even a luxury, and many of the organisations with e-learning available reported very low levels of usage. However, since Covid 19, online learning has been proven to be an essential part of an organisation's suite of capability development solutions, especially as the e-programs have become more engaging and user-friendly.

FLMT's extensive library of online business and leadership training programs enables our clients to provide their frontline managers and staff with the flexibility to learn anytime and anywhere.

There's a variety of reasons our clients value our online learning programs, including:

- A huge suite of areas/topics including compliance, leadership and management, health and safety, and more - see below for a full list of subject areas and workshop topics
- Workshops that are up-to-date, designed and developed specifically for frontline managers and staff, and that are broken down into manageable chunks to maintain engagement and increase transfer of learning
- Designed to be used in a stand-alone format or as part of a blended learning workshop(s) with virtual and/or face-to-face workshops
- Pull-based, just-in-time learning available when and where the staff members need it
- Competitive, affordable pricing starting at just \$15 per person per month for the full suite of topics (minimum 5 users)
- The option to present the programs with your organisation's branding
- Super-simple to implement (no internal LMS required) and extremely user-friendly



Learning to Learn

For participants new to an FLMT program, we highly recommend our four Learning to Learn pre-program online workshops:

- Creating a personal training plan
- How to learn
- Pre-workshop preparation
- Transferring learning

The FLMT Online Learning Library

Please note:

- For full workshop content and learning outcomes, please contact us on **1300 790 331** or enquiries@flmtraining.com.au
- Some online courses are listed in more than one category

Compliance Courses

NB Compliance library topics typically include online assessments.

- Alcohol and drugs in the workplace
- Anti-bullying and anti-harassment for employees and workers
- Anti-bullying and anti-harassment for managers
- Anti-money laundering
- Driver safety
- Duty of care for employees
- Duty of care for managers
- Equal employment opportunity for employees
- Equal employment opportunity for managers
- Fraud and corruption awareness and prevention
- Information security: employee awareness
- Information security: phishing awareness
- Information security: social media
- Injury management for employees
- Injury management for managers
- Managing mental health in the workplace
- Managing slip and trip hazards
- Managing staff underperformance
- Manual handling safety
- Mental health awareness for employees
- Office and workspace ergonomics
- Privacy in the workplace

Online Short Courses *continued*

- Recognising misconduct, poor performance, and absenteeism
- Risk management for managers
- Risk management for workers
- Safety for children and vulnerable people
- Sexual harassment awareness
- Warden training 1: emergency preparation
- Warden training 2: emergency response
- Whistleblowing awareness for employees
- Workplace health and safety fundamentals
- Workplace incident investigation

Leadership and Management Courses

NB Leadership and Management topics generally include on-the-job activities.

- An introduction to emotional intelligence
- An introduction to negotiation skills
- Best practice listening skills
- Building your influencing skills
- Communicating effectively in the workplace
- Communicating with management and key stakeholders
- Delegating as a manager or leader
- Designing presentations that engage
- Developing a compelling value proposition
- Discussing performance with staff
- Five successful leadership styles
- Holding productive one-on-one meetings with your team
- Interviewing skills: advance techniques
- Interviewing skills: essential skills
- Interviewing skills: remote hires
- Introduction to effective decision-making skills
- Managing and resolving conflict
- Managing teams for better performance
- Motivating your staff and teams
- Overcoming a lack of motivation
- Overcoming imposter syndrome
- Overcoming the fear of failure
- Presentation skills which build presence
- Problem-solving and creativity
- Professional business-writing skills
- Recognising and rewarding staff performance

- Setting expectations with staff and teams
- Staying productive: managing internal meetings
- Staying productive: managing your emails
- Staying productive: managing your priorities
- The five core skills for leadership
- Transitioning from employee to manager
- Understanding and managing client expectations
- Understanding the client buying cycle
- Verbal communication: advanced skills
- Verbal communication: essential skills

On-Boarding Staff

- Employee exit interview survey
- Our organisation's values
- Policy acceptance
- Presenting a video
- Post-workshop survey
- Team introduction
- Welcome to our organisation

Communication and Personal Development

- An introduction to emotional intelligence
- An introduction to negotiation skills
- Best practice listening skills
- Building your influencing skills
- Coming back from a big mistake
- Communicating effectively in the workplace
- Communicating with management and key stakeholders
- Creating a professional LinkedIn profile
- Designing presentations that engage
- Introduction to effective decision-making skills
- Managing and resolving conflict
- Overcoming a lack of motivation
- Overcoming imposter syndrome
- Overcoming the fear of failure
- Presentation skills which build presence
- Problem-solving and creativity
- Professional business-writing skills
- Staying productive: managing internal meetings
- Staying productive: managing your emails
- Staying productive: managing your priorities
- Verbal communication: advanced skills
- Verbal communication: essential skills





Online Short Courses *continued*

Equal Employment Opportunity (EEO)

- Anti-bullying and anti-harassment for employees and workers
- Anti-bullying and anti-harassment for managers
- Equal employment opportunity for employees
- Equal employment opportunity for managers
- Overcoming unconscious bias
- Sexual harassment awareness

Finance and Regulation

- Anti-money laundering
- Competition and consumer law: conduct and statements
- Competition and consumer law: interacting with other organisations
- Competition and consumer law: introduction
- Competition and consumer law: safety and warranties
- Fraud and corruption awareness and prevention
- Privacy in the workplace
- Whistleblowing awareness for employees

Health and Safety

- Alcohol and drugs in the workplace
- Colds, flu, and COVID-19 prevention in the workplace for employees
- Colds, flu, and COVID-19 prevention in the workplace for managers
- Driver safety
- Duty of care for employees
- Duty of care for managers
- Injury management for employees
- Injury management for managers
- Managing mental health in the workplace
- Managing slip and trip hazards
- Manual handling safety
- Mental health awareness for employees
- Office and workspace ergonomics
- Risk management for managers
- Risk management for workers
- Safety for children and vulnerable people
- Warden training 1: emergency preparation
- Warden training 2: emergency response
- Workplace health and safety fundamentals
- Workplace incident investigation

Information Security

- Information security: employee awareness
- Information security: phishing awareness
- Information security: social media

Leadership and Management

- Delegating as a manager or leader
- Five successful leadership styles (coming soon)
- Holding productive one-on-one meetings with your team
- Managing teams for better performance
- Motivating your staff and teams
- Setting expectations with staff and teams
- The five core skills for leadership
- Transitioning from employee to manager

Project Management

- Project Management: overview of the four stages
- Project Management: practical ideas for the four stages
- Project Management: selecting a framework
- Project Management: scheduling and deliverables
- Project Management: tasks, time, and resources
- Project Management: managing communication
- Project Management: project meetings
- Project Management: reporting and KPIs
- Project Management: costs, risks, and quality
- Project Management: scope management
- Project Management: handling scope creep
- Project Management: change management
- Project Management: feedback, review, and improvement

Remote working

- IT security while working from home
- Managing remote and virtual teams
- Running successful virtual team meetings
- Staying productive: working at home

Online Short Courses

continued

Sales and Service

- Best practices in client service
- Building trust in the sales process
- Conducting effective client review meetings
- Confident and effective business networking
- Creating sales momentum and closing more deals
- Defining your ideal client
- Developing a compelling value proposition
- Generating upselling and cross-selling opportunities
- Marketing tactics to help client referrals
- Obtaining client referrals and references
- Sales proposals and engaging writing skills
- Sales proposals and great executive summaries
- Sales proposals and managing the process
- Sales proposals and pitching for success
- Strategies to boost repeat business
- Successfully helping unhappy clients
- Successfully responding to client objections
- Understanding and managing client expectations
- Understanding the client buying cycle

Talent Management

- Coaching and developing staff
- Creating a personal training plan
- Discussing performance with staff
- Interviewing skills: advanced techniques
- Interviewing skills: essential skills
- Interviewing skills: remote hires
- Managing staff training for success
- Managing staff underperformance
- Mentoring: an introduction to being a mentee
- Mentoring: an introduction to being a mentor
- Mentoring: overcoming common mentoring challenges
- Recognising and rewarding staff performance
- Recognising misconduct, poor performance, and absenteeism
- Running a training needs analysis
- Strategies to manage stress in the workplace
- Writing effective position descriptions



Other Services

Coaching and Mentoring

One-on-One Focussed Learning with Subject Matter Experts

Research shows that, in addition to being an essential part of the 70-20-10 approach to workforce capability development, coaching as a part of training programs significantly improves the successful transfer of learning and is a highly effective way of increasing the capability and confidence of staff.

FLMT has a portfolio of coaches available to provide our clients' staff with support and guidance in developing specific knowledge and skills and/or in tackling a particular workplace challenge.

Coaching can be provided as a part of a capability development workshop to help participants further understand a topic and transfer their learning to their workplace, or as an entirely separate, stand-alone learning intervention.

Coaching and mentoring topics include:

- Asset Management
- Change Management
- Communication Skills
- Finance and Accounting
- Influence and Negotiation
- Innovation
- Leadership
- Personal Effectiveness
- Presentation Skills
- Project Management
- Safety Leadership
- Strategic Thinking, Planning, and Implementation
- Stress and Anxiety Management
- Women in Leadership

Diagnostics and Profiling

Understanding Personality Styles for High-Impact Capability Development

Diagnostic and profiling tools identify various personality and/or leadership types, and can be used as part of a learning program to increase self-awareness and provide powerful insights as to how an individual can best impact their colleagues and/or team.

While profiling isn't built into our blended short courses, for those organisations wishing to include it in their programs, we offer a suite of diagnostic and profiling tools to identify various personality and/or leadership types, including:

DISC, Skillscope Leadership 360, True Colours, PCTI, HBDI, TMPQ, GENOS, SHL, Myers-Briggs, LSI, and TLCP.

Contact us for more information.





Everything DiSC Behavioural Profile Suite

The suite of DiSC profiles identify individuals' key behavioural drivers and describe common behaviours that people adopt as a consequence.



The Hermann Brain Dominance Instrument diagnostic (HBDI)

The HBDI profile is a self-assessment tool that provides the participant with insight into his/her thinking style or thinking profile.



The Team Management Profile Questionnaire (TMPQ)

The Team Management Profile Questionnaire (TMPQ) focusses on enhancing understanding an individual's approach to work, and provides constructive, work-based information on an individual's work preferences and strengths.



GENOS Emotionally Intelligent Workplace Behaviour Profile

The Genos Emotionally Intelligent Workplace Behaviour survey measures how well an individual demonstrates workplace behaviours compared to others across core skill areas of self-awareness, awareness of others, authenticity, emotional reasoning, self-management, and positive influence.



The SHL Suite

SHL has a range of diagnostic and assessment profiles designed to gain insight into strengths and opportunities for development, to assist with talent identification, and aid understanding of individual differences within a team, in order to improve collaboration and engagement.



The Myers-Briggs Type Indicator

The Myers-Briggs Type Indicator (MBTI®) provides individuals with an understanding of their personality type, and is a strong profiling tool for team building and developing an awareness of self and others.



True Colours – My Personality Test

This personality test provides insights into personal strengths, such as typical responses to anticipated and unexpected situations, how to make personality-appropriate adjustments according to the circumstances at hand, and how to achieve professional fulfilment.



The Life Styles Inventory (LSI) 1 and 2

LSI 1 increases personal understanding of individual thinking and behaviour, measuring thoughts and attitudes which motivate behaviour, relating styles, problem-solving, and decision-making. LSI 2 is the next level, which incorporates feedback from five other people.



The Leadership Circle Profile (TLC)

This profile measures and records data across 29 dimensions of leadership, including relating, self-awareness, authenticity, systems awareness, achievement, compliance, and control, and illustrates the inter-relationship between these dimensions.

Workforce Capability Surveying and Needs Analysis Identifying the Key Capability Needs and Skills Gaps of Your Staff

If you're not sure what knowledge and skills your workforce most needs to develop, our L&D Consulting Services includes the design, development, and implementation of workforce surveys to measure and inform on elements such as levels of engagement, knowledge, and skills levels, capability/training needs, and more.

Competency Framework Development Clarifying the Capability Needs of Your Organisation's Roles

Our L&D Consultants are on hand to assist clients build workforce competency frameworks, the foundation on which accurate capability-needs-analysis and effective training programs are built.

L&D Strategy Development Developing Strategies for Successful Capability Development Programs

Our L&D Consultants have extensive experience of working with our clients on the design, development, and implementation of successful learning and development strategies.

Instructional Design Developing Modern, Highly Effective Learning Program Content

Whether it be to contextualise an FLMT workshop to meet specific client needs, or to design and develop a bespoke program for a client's internal use, our experienced Instruction Designers are on hand to assist.



Contact FLMT Training

For further information on Frontline Management Training's programs or to organise a meeting with one of our specialised Client Solutions Managers, please contact us via:

In Australia: 1300 790 331

From overseas: +61 (0)7 3067 3390

enquiries@flmtraining.com.au

www.frontlinemanagementtraining.com.au