

LEADERSHIP & MANAGEMENT COURSES

BEST PRACTICE FRONTLINE MANAGEMENT

Course overview

This comprehensive 2 day training program will provide participants with the essential skills, knowledge and competencies required for best practice Frontline Management, as required to successfully lead teams, to achieve results and to ensure delivery of quality services.

Who will benefit from this course?

Frontline managers, operational managers, project managers, team leaders or supervisors.

DURATION: 2 Days

FEE: Varies depending on venue, sector, numbers & service provided

IN-HOUSE TRAINING: By arrangement with your organisation

CUSTOMISED TRAINING: To meet the specific requirements of your service and sector

VENUE: Available Australia-wide including all remote & regional areas

Discounts for NGOs

Course content

- Current evidence based best practice frontline management approaches, practices and core competencies required by effective frontline managers.
- Identify an effective management framework and the essential practices to guide all activities within your role and workplace context.
- Implement the operational plan and deliver quantifiable results.
- Develop workplans and manage performance.
- Manage work priorities and planning.
- Develop organisational policies and procedures and implement systems.
- Address and manage workplace safety and OHS issues.
- Implement and evaluate continuous quality improvement in service delivery.
- Manage communication, reporting and information systems.
- Implement strategies for ongoing workplace learning.
- Implement strategies for self-management, time management and responding to role demands and pressures.
- Ensure effective workplace relationships and manage team dynamics.
- Address challenges which impact on team effectiveness.
- Receive coaching and feedback in a small highly interactive training group.

Contact us for an obligation free quote!

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