

ESSENTIAL FRONTLINE MANAGER PROGRAM



- FRIENDLY DYNAMIC WORKSHOPS

- PRACTICAL REAL WORLD EXAMPLES

- HANDS ON LEARNING



A course that focuses on more than just skills. We all know highly skilled people that don't perform very well. Equally, we can identify individuals with a low skill base that always deliver beyond our expectations.

So what makes the difference? Organisational Psychologists agree that the attitude we bring to a situation and the resultant behaviours we display will define the outcome.

The **Essential Frontline Manager Program** focuses on attitude and behaviour in the workplace. Skills are important and this program abounds with skill based activities. Practical research indicates that it is the combination of all three that will produce excellent people performance.

This course explores the way people think and act in their working environment. Particular emphasis is placed on people management, customer relations, personal and team performance as well as achievement of work based goals.

Real life case studies, role plays and solutions to work based challenges are points of discussion in every workshop.

If you are new to managing people or your responsibilities have increased then this is the course for you.

Individuals that have been managing for a while will find the program concepts and management exercises invaluable in refreshing their techniques. Sometimes, even experienced staff can be overwhelmed in a demanding role. The **Essential Frontline Manager Program** focuses on strategies that can provide staff with immediate assistance to perform in their roles. The ideas are practical, relevant and easy to apply in the workplace.

"You don't have to be great to get started. But you have to get started to be great"

Les Brown



**McKenzie
CARRICK**
AUSTRALIA
■ Corporate Psychologists ■

TRANSFORMING BUSINESS PERFORMANCE

THROUGH GROWTH OF PEOPLE

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ESSENTIAL FRONTLINE MANAGER PROGRAM

PROLOGUE MEETING

- The Slight Edge - What Champions Will Do That Others Won't
- A Formula for Success
- Personal Evaluations - Formation of Program Goals
- How the Program Works

MEETING ONE - GOAL SETTING AND WORK FLOW PLANNING

- The Art of Recognising the Impossible and Changing it to the Achievable
- Writing Goals, Planning Them and Setting Actions Steps That are Achievable
- Daily, Weekly, Quarterly and Yearly Planning
- How to Take a Big Project and Break it Down into Bite Size Pieces
- Setting, Measuring and Monitoring Targets

MEETING TWO - TIME EFFECTIVENESS - SELF AND TEAM MEMBERS

- 86400: A Crucial Number for You and Others
- Personal Productivity Improvement - The Art of Managing Yourself Within a Given Time
- What are Your High Return Activities - How to Do More of Them?
- To Do Lists that Work - Daily and Weekly Time Plans
- The 80/20 Rule in Action
- Dealing with Paperwork, Emails and Interruptions

MEETING THREE - COMMUNICATION FOR PERFORMANCE

- Listening and Questioning Skills- The Foundation of Understanding Others
- How to Influence Positively
- Overcoming Barriers in Communication
- Understanding the Real Message in Difficult Situations
- The Value of Clear Expectations

MEETING FOUR - DELEGATION: SKILLS, ATTITUDES AND HABITS

- The Art of Effective Delegation
- The 10:1 Investment Principle
- Delegation is More Than Passing Work On to Others
- Levels of Delegation
- The Value in Upskilling Others

MEETING FIVE - MOTIVATION OF SELF AND TEAM MEMBERS

- Why Human Beings Act the Way They Do
- What Motivates People - The Simple Secret to Performance
- Desire and Expectation: The Multipliers of Performance
- Motivation: Fear, Incentive or Something Better?

MEETING SIX - PROBLEM SOLVING AND DECISION MAKING

- What's My Style and How Does it Affect My Work?
- Overcoming Procrastination
- Logical Skills for Good Decision Making and Problem Solving
- Gather all the Facts: Consultation and Action

MEETING SEVEN - DEALING WITH DIFFICULT PEOPLE

- Empathy - The Power in Understanding Others
- Authority and the Management of Poor Performers
- Understanding Different Personalities
- Turning Difficult Situations into Opportunities for Growth
- The Power of Giving and Receiving Feedback

MEETING EIGHT - DEVELOPMENT OF PERSONAL POTENTIAL IN OTHERS

- Identification of Needs - Creating Individual Development Plans for Staff
- Coach, Mentor or Trainer?
- Managing Talent - Individual Learning Styles
- The Principles of Change: Acquiring New Habits

MEETING NINE - GRADUATION

- Making Dough with Tom O'Toole
- Participant Presentations
- Manager Participation
- The Ghandi Challenge



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