



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

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.

How We Achieve Learning Outcomes



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



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	Leadership Storytelling
Business Writing	Leading Teams
Change Management	Manage Self
Coaching Skills	Managing Risk
Communication Skills	Mental Health Awareness
Conflict Resolution	Performance Management
Cyber Security	Presentation Skills
Data Storytelling	Problem Solving
Decision Making	Process Management
Difficult Conversations	Project Management
Digital Leadership	Remote Leadership
Diversity & Inclusion	Safety Leadership
Emotional Intelligence	Strategic Thinking
Employee to Manager	Stress & Anxiety Management
Financial Acumen	Team Meetings
Health & Safety	Women in Leadership
Leadership Skills	Leadership Skills

Custom Workshops - 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.

For more information on
FLMT's short courses scan the
QR code or go to
frontlinemanagementtraining.
com.au/short-courses



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:

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- 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
- Business Writing
- Change Management
- Coaching Skills
- Communication Skills
- Conflict Resolution
- Diversity & Inclusion
- Emotional Intelligence
- Financial Acumen
- Leadership Skills
- Leading Teams
- Manage Self
- Performance Management
- Presentation Skills
- Problem Solving
- Project Management
- Remote Leadership
- Safety Leadership
- 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 FLMT 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 topics:

Workshop 1: Project Foundations & Tailored Governance

Workshop 2: Scope & Change Control

Workshop 3: Schedule, Resources & Execution Planning

Workshop 4: Cost Management & Value Delivery

Workshop 5: Risk & Quality Management

Workshop 6: Team Leadership & Performance

Workshop 7: Stakeholder Engagement & Communications

Workshop 8: Procurement & Supplier Management



For more information on FLMT's Professional Certificates click the QR code, or go to frontlinemanagementtraining.com.au/professional-certificates

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



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
- BSBCRT401 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
- BSBCMM401 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
- BSBWORS02 Lead and manage team effectiveness
- BSBLDR502 Lead and manage effective workplace relationships
- BSBLDR511 Develop and use emotional intelligence

Elective Units (eight to be selected)

- BSBINNS02 Build and sustain an innovative work environment
- BSBWHS501 Ensure a safe workplace
- BSBMGT516 Facilitate continuous improvement
- BSBPMG522 Undertake project work
- BSBFIMS01 Manage budgets and financial plans
- BSBADM502 Manage meetings
- BSBMGT502 Manage people performance
- BSBWORS01 Manage personal work priorities and professional development
- BSBRSKS01 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 partner, Shafston School of Business (RTO# 45694)



For more information on FLMT's VET qualifications scan the QR code or go to frontlinemanagementtraining.com.au/vet-qualifications



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 TLCF.



Contact FLMT

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:

1300 790 331

enquiries@flmtraining.com.au

frontlinemanagementtraining.com.au

For more information on FLMT's services click the QR code, or go to frontlinemanagementtraining.com.au/other-services

