



<b>Course Title:</b>	<b>Frontline Managers Programme</b>
<b>Course Ref:</b>	G180318
<b>Course Duration</b>	This is a 6-day programme and includes optional (recommended) QQI certification: component certificate in Managing People (NFQ Level 6)
<b>Course Dates:</b>	Fortnightly Wednesdays: May 23, June , June 20; resuming Sept. 12, Sept. 26 & Oct. 10
<b>Location:</b>	Connacht Hotel, Dublin Road, Galway
<b>Course Overview and Objectives:</b>	<p>For organisations to thrive and develop, it needs its key people to be progressive enablers within the company. Managers need to guard against complacency: being satisfied that they are doing a solid job in their areas of responsibility. They need to learn how to actively grow and develop their people management capabilities. They need to set themselves the challenge of going to the next level of performance as it relates to managing people. They must manage the performance and contribution of their team to ensure that they are consistently delivering on the responsibilities of their roles. When management have these perspectives their energy, commitment and contribution to the organisation's performance greatly improves.</p> <p>The Frontline Managers Programme provides participants with a structured framework to ensure that they:</p> <ol style="list-style-type: none"> <li>1. Assess themselves against the requirements to be a high performing manager</li> <li>2. Identify what they need to focus on to move to the next level of management performance</li> <li>3. Develop the skills to effectively and consistently manage their team's on-going performance</li> <li>4. Acquire the skills, disciplines and behaviours to put into place a personal roadmap to go to the next level of management performance.</li> </ol> <p>The impact of the programme will be evident by the increased ability of the managers to manage their team, combined with significantly increased confidence and capabilities in contributing as a high performing manager.</p>

<p><b>Course Content (summary)</b></p>	<p>During the 6 days of this programme participants will explore the areas of:</p> <ul style="list-style-type: none"> <li>- Understanding management: roles and responsibilities in addition to required behaviours</li> <li>- Leading teams: being a leader, understanding the stages of team development, identifying dysfunctional behaviours and how to address them</li> <li>- Understanding and managing self: successful managers have high levels of self-awareness so they can adjust their behaviours as required and manage stressful situations confidently</li> <li>- Time management and delegation: prioritising workloads, eliminating the urgency addiction, delegating effectively</li> <li>- Communication: managing daily communication, providing constructive feedback, having the difficult conversation</li> <li>- Managing change: understand responses to change, determining approaches to engaging employees in a change initiative</li> </ul>
<p><b>Participant requirements to be eligible for this course (if any)</b></p>	<p>This programme includes optimum Level 6 QQI certification. Participants need, at a minimum, to have a basic level of English (both verbal and written skills)</p>
<p><b>Certification Details (if applicable)</b></p>	<p><i>Certification Body:</i> QQI - Level 6, Managing People</p>
<p><b>Programme Cost per person</b></p>	<p>€750 p.p. – GES Members (€900 p.p. – non-members) QQI Certification (optional): €150 p.p.</p>
<p><b>Booking Details:</b></p>	<p>Please email <a href="mailto:info@galwayexecutiveskillnet.com">info@galwayexecutiveskillnet.com</a> confirming no. of places, course reference no. and your P.O. if applicable</p>