



**Frontline Managers Programme: (Level 6)**

**Facilitator: Hugh Guidera**

<b>Programme Introduction</b>		<b>Date: Friday 8th July</b>	<b>Time: 11am -12pm</b>
<b>Session Registration Link:</b>		<a href="https://attendee.gototraining.com/r/5956136275276061185">https://attendee.gototraining.com/r/5956136275276061185</a>	
Session 1	Programme Introduction		
<b>Programme Registration Link:</b>		<a href="https://attendee.gototraining.com/r/1810008768816514305">https://attendee.gototraining.com/r/1810008768816514305</a>	
<b>Module 1: Understanding Management</b>			
Session 1	The role and requirements	Monday 11th July	2pm - 3:30pm
Session 2	Management Styles	Wednesday 13th July	2pm - 3:30pm
Session 3	Developing Best Behaviours	Friday 15th July	2pm - 3:30pm
<b>Module 2: Managing Teams</b>			
Session 1	The value of teamwork	Tuesday 19th July	2pm - 3:30pm
Session 2	Developing Optimum Team Traits	Wednesday 20th July	2pm - 3:30pm
Session 3	Addressing Dysfunctions	Friday 22nd July	2pm - 3:30pm
<b>Module 3: Understanding Self &amp; Others (Tricia Cunningham)</b>			
Session 1	Framework for understanding	Monday 15th August	2pm - 3:30pm
Session 2	Understanding Personality Types	Wednesday 17th August	2pm - 3:30pm

Session 3	Understanding remaining Types	Friday 19th August	2pm - 3:30pm
-----------	-------------------------------	--------------------	--------------

**Module 4: Communication Skills**

Session 1	Elements of Communication	Tuesday 30th August	2pm - 3:30pm
Session 2	Performance Management	Wednesday 31st August	2pm - 3:30pm
Session 3	Performance Mgmt Continued	Friday 2nd September	2pm - 3:30pm

**Module 5: Effective Time Management**

Session 1	Prioritising Workloads	Monday 12th September	2pm - 3:30pm
Session 2	Using Tools	Wednesday 14th September	2pm - 3:30pm
Session 3	Effective Delegation	Friday 16th September	2pm - 3:30pm

**Module 6: Managing Change**

Session 1	Change can be Positive	Tuesday 27th September	2pm - 3:30pm
Session 2	Managing Responses	Wednesday 28th September	2pm - 3:30pm
Session 3	Using Emotional Intelligence	Thursday 29th September	2pm - 3:30pm