



**Frontline Managers Programme: (Level 6)**  
**Facilitator: Hugh Guidera**

**FLMP Group 2 2024 - ICBE**

<b>Programme Introduction</b>		<b>Date:</b>	<b>Time:</b>
<b>Session Registration Link:</b>			
Session 1	Programme Introduction	Friday 5th April	2pm - 3pm

<b>Programme Schedule:</b>	
<b>Programme Registration Link:</b>	<a href="https://attendee.gototraining.com/r/6492756237975714817">https://attendee.gototraining.com/r/6492756237975714817</a>

<b>Module 1: Understanding Management</b>			
Session 1	The role and requirements (1)	Tuesday 9th April	2:30pm - 4:00pm
Session 2	Management Styles (2)	Wednesday 10th April	2:30pm - 4:00pm
Session 3	Developing Best Behaviours (3)	Thursday 11th April	2:30pm - 4:00pm

<b>Module 2: Managing Teams</b>			
Session 1	The value of teamwork (4)	Tuesday 23rd April	2:30pm - 4:00pm
Session 2	Developing Optimum Team Traits (5)	Wednesday 24th April	2:30pm - 4:00pm
Session 3	Addressing Dysfunctions (6)	Thursday 25th April	2:30pm - 4:00pm

**Module 3: Understanding Self & Others (Tricia Cunningham)**

Session 1	Framework for understanding (7)	Wednesday 8th May	2:30pm - 4:00pm
Session 2	Understanding Personality Types (8)	Thursday 9th May	2:30pm - 4:00pm
Session 3	Understanding remaining Types (9)	Friday 10th May	2:30pm - 4:00pm

**Module 4: Communication Skills**

Session 1	Elements of Communication (10)	Tuesday 21st May	2:30pm - 4:00pm
Session 2	Performance Management (11)	Wednesday 22nd May	2:30pm - 4:00pm
Session 3	Performance Mgmt Continued (12)	Thursday 23rd May	2:30pm - 4:00pm

**Module 5: Effective Time Management**

Session 1	Prioritising Workloads (13)	Wednesday 5th June	2:30pm - 4:00pm
Session 2	Using Tools (14)	Thursday 6th June	2:30pm - 4:00pm
Session 3	Effective Delegation (15)	Friday 7th June	2:30pm - 4:00pm

**Module 6: Managing Change**

Session 1	Change can be Positive (16)	Tuesday 18th June	2:30pm - 4:00pm
Session 2	Managing Responses (17)	Wednesday 19th June	2:30pm - 4:00pm
Session 3	Using Emotional Intelligence (18)	Thursday 20th June	2:30pm - 4:00pm