

Front Line Manager Skills

Course Description

Welcome to our online training course on Front Line Manager Skills, where you will learn about the skills required to be an FLM and how to transition into the role.

The course starts by delving into the various roles that a front line manager is accountable for. You will explore how effective managers balance these responsibilities to create a productive work environment.

Furthermore, this course goes in depth about the potential challenges that may arise when transitioning into a management position. Providing insight into overcoming common obstacles and adapting to new responsibilities with confidence.

You will explore the importance of planning and organization in management and will cover techniques to effectively manage time and resources, ensuring that projects are completed efficiently and goals are met successfully.

Moreover, you will learn about the skills involved in questioning, listening, and leadership. These skills are crucial for effective communication and team management, allowing managers to lead their teams with clarity and empathy.

And finally, strategies for effective problem-solving and conflict resolution are explained. This course will provide tools to address and resolve conflicts in a constructive way.

Learning Objectives

By the end of this course you will:

- Understand the role of front-line manager and how it fits into the organization;
- Know what to consider in order to manage the transition from team member to team leader or manager;
- Know the importance of leading, communicating with, and motivating your team;
- Know the characteristics of a good manager and the key skills required;
- Have considered your own ongoing support and development requirements to keep you on track.

Target Audience

This E-Learning course is designed for all employees developing into a management or supervisory position.

Advantages

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training around their work and personal life.

Modules

Course	Module Number	Module Name	Pass % Required
Front Line Manager Skills	1	Manager Roles & Accountabilities	70
Front Line Manager Skills	2	Potential Challenges faced making the step up into management	70
Front Line Manager Skills	3	Planning & Organisation	70
Front Line Manager Skills	4	Questioning, Listening & Leadership	70
Front Line Manager Skills	5	Problem-solving and Conflict resolution	70

Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

Duration: 1 hour (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions).*