

What is Frontline Management?

Frontline Management qualifications have been developed by industry and contain the generic competencies required by supervisors and middle managers in Australia today. Competency areas include:

- Self-management
- Operational planning
- Continuous improvement
- Team effectiveness
- Innovation and change
- People management
- Staff development
- Workplace relationships
- Customer service
- Information systems
- Safety performance
- Environmental impact
- Project management
- Financial planning
- Technology

How do we customise the program?

Lotus Performance Management works with your organisation to develop a program that specifically meets your training needs. Although the competencies are generic, we understand that organisations are very different from one another.



Firstly, we start by looking at what workplace outcomes you need your supervisors and middle management to achieve. If you don't already have them set, we will help you to develop performance targets. In that way, you can be sure that you are able to effectively monitor the participants' progress and measure the results of the training program.

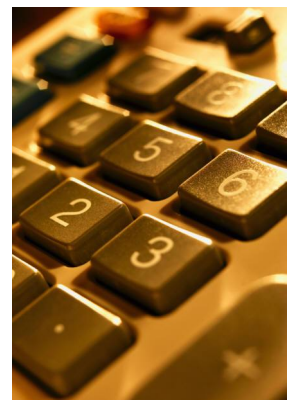
As your organisation has its own set of development needs, we explain the different options for packaging a qualification, so that you can make an informed decision. **You** decide what level of qualification your frontline managers need. **You** choose the elective units of competency. **You** decide on the dates and times for training and assessment.

In addition, if you have business-specific training that you would like built into the program, we can arrange to partner with your own in-house trainers or other experts to deliver those particular components. For example, areas may include training specific to your organisation's policies and procedures, specialised technology or industry standards. By combining business-specific training with the Frontline Management program, you will be saving precious time and money, while providing your supervisors with an opportunity to ground established management theories in your organisation's own business practices.

Measuring the return on your investment

We are committed to making sure that the outcomes of our program benefit the individual participants and your organisation. Before we start a program, we talk to your management team and we ask a few questions. What areas of your business do you need to develop or improve? What strengths do you want to enhance? What targets have you already set that can be reached through this program?

Once we have a picture of your organisation and its goals, we tailor the training program and the assessments that participants undertake in order to gain their qualifications. Essentially, we match the requirements of the competency standards with the requirements of your organisation. In that way, there is no irrelevant training and no irrelevant assessment. The training content and assessment tasks are generated directly from what you want your people to achieve in their frontline management roles.



What else can we do to help?

Lotus Performance Management provides training in a number of different programs and its staff members have a wealth of both training and industry experience. Each of our consultants is a training and assessment specialist and is dedicated to an exceptional customer service standard. Your own training consultant can be reached at the contact points listed at the top of the page.