

First Line Management 4

The table below outlines the sequence, timing and the content for each session, including the online learning to complete before each face-to-face (F2F) session.

You are required to manage your own learning and time, to ensure you complete all assessments within the given timeframes.

Introduction

DATE	SESSION	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Introduction	<p>During this initial introduction you will familiarise yourself with:</p> <ul style="list-style-type: none"> • Programme details • Programme requirements • Your facilitator • Your group • Using different Moodle tools <p>You will be required to:</p> <ul style="list-style-type: none"> • Meet with your manager to develop three individual learning goals • Submit these via Moodle 		

Manage Workflows in an Organisation

MODULE 1 – SESSION 1

DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-Face-to-Face (F2F) Online	<p>You will be required to read and complete activities in preparation for your first F2F group session in regard to:</p> <ul style="list-style-type: none"> • How to run a successful business • The importance of business planning • Factors that affect business success <p>You will also create a Professional Profile and Reflective Journal.</p>		
	F2F Workshop	<p>In this face-to-face group session you will contextualise and apply new knowledge and skills to your own business situation that relate to:</p> <ul style="list-style-type: none"> • Identifying factors that can influence business success • How these factors can influence the success of a business • How to respond to these factors in order to achieve the entity's objectives • The purpose of and the components of a business plan • How a business plan can help achieve business goals • Factors to consider when writing a business plan 		
	Post-F2F Online	<p>Review content and activities to consolidate your learning from your F2F session including:</p> <ul style="list-style-type: none"> • Notes you made in your workbook from your F2F session • Session one online video and website resources • Learning check • Self-reflection 		

Manage Workflows in an Organisation

MODULE 1 – SESSION 2

DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-F2F Online	<p>You will be required to read and complete activities in preparation for your first F2F group session in regard to:</p> <ul style="list-style-type: none"> • Managing workflow - analysing workflow and implementing change • Developing objectives • Developing a work plan • Report writing 		
	F2F Workshop	<p>In this face-to-face group session you will contextualise and apply new knowledge and skills to your own business situation that relates to:</p> <ul style="list-style-type: none"> • Identifying benefits of good workflow management • Identifying barriers and analyse workflow barriers • How to respond to these barriers in order to achieve the entity's objectives • How to report on workflow • Setting operational goals that align with the business's high level goals • Developing objectives that are clear and effective • Communicating your objectives to your team and other stakeholders • Updating your objectives when needed • How to focus your operational plan on your organisation's bigger goals • Communicating and consulting on your work plan with stakeholders • Key stages and components of a work plan • Monitoring, assessing and reporting on your plan 		
	Post-F2F Online	<p>Review content and activities to consolidate your learning from your F2F session including:</p> <ul style="list-style-type: none"> • Notes you made in your workbook from your F2F session 		

		<ul style="list-style-type: none"> • Session two online video and website resources • Learning checks • Self-reflection 		
Due date:	Assessment Task One	In this assessment you will complete activities in relation to identifying your workplace and its requirements		

Manage Stakeholder and Team Relationships

MODULE 2 – SESSION 3

DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-F2F Online	<p>You will be required to read and complete activities in preparation for your first F2F group session in regard to:</p> <ul style="list-style-type: none"> • Team and management structures • Leadership versus management • Emotional intelligence and situational leadership 		
	F2F Workshop	<p>In this face-to-face group session you will contextualise and apply new knowledge and skills to your own business situation that relates to:</p> <ul style="list-style-type: none"> • Why organisational structure is important • Advantage and disadvantages of different management structures • What management levels are • What Mintzberg’s Managements Roles are • The key characteristics of leaders and managers • Comparing leadership and management 	<ul style="list-style-type: none"> • Combining and developing leadership and management skills • What is emotional intelligence? • How can you develop the emotional intelligence of others? • What is situational leadership? • How can you practice it in the workplace? 	

	Post – F2F Online	Review content and activities to consolidate your learning from your F2F session including: <ul style="list-style-type: none"> • Notes you made in your workbook from your F2F session • Session three online video and website resources • Learning checks • Self-reflection 		
Due date	Assessment Task Two	In this assessment, you will complete activities associated with scoping your project.		

Manage Stakeholder and Team Relationships

MODULE 2 – SESSION 4

DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-F2F Online	You will be required to read and complete activities in preparation for your first F2F group session in regard to: <ul style="list-style-type: none"> • Diversity and inclusive environment • Managing performance • Workplace coaching • Effective communication 		
	F2F Lesson	In this face-to-face group session you will contextualise and apply new knowledge and skills to your own business situation that relates to: <ul style="list-style-type: none"> • Defining diversity • Benefits of diversity in the workplace • Diversity issues in the workplace • Creating and maintaining an inclusive environment • Why managing performance is essential • Performance management systems and processes 		

		<ul style="list-style-type: none"> Managing the performance of a team Spoken communication and written communication 		
	Post-F2F Online	<p>You will be looking at content and activities to consolidate your learning from your F2F session including:</p> <ul style="list-style-type: none"> Notes you made in your workbook from your F2F session Session four online video and website resources Learning checks Self-reflection 		
Due date	Assessment Task Three and Four	In these assessments, you will complete activities relating to implementing your project and developing relationships through communication.		

Manage Own Professional Behaviour in the Workplace

MODULE 3 – SESSION 5

DATE	SESSION STAGE	CONTENT COVERED	DIRECTED LEARNING HOURS	SELF-DIRECTED LEARNING HOURS
	Pre-F2F Online	<p>You will be required to read and complete activities in preparation for your first F2F group session in regard to:</p> <ul style="list-style-type: none"> Appropriate leadership behaviour Leadership attributes and responsibilities Time management and work-life balance 		
	F2F Workshop	In this face-to-face group session you will contextualise and apply new knowledge and skills that relates to:		

		<ul style="list-style-type: none"> • Professional behaviour in the workplace • Ethical behaviour in the workplace • Socially appropriate behaviour in the workplace • Culturally appropriate behaviour in the workplace • Key values of appropriate behaviour in the workplace 	<ul style="list-style-type: none"> • The key leadership attributes and how to develop them • Leadership responsibilities • How leaders use the Maslow's Hierarchy of Needs • Why is time management important? • Minimising unproductive time • Strategies for achieving work-life balance 		
	Post-F2F Online	<p>You will be looking at content and activities to consolidate your learning from your F2F session including:</p> <ul style="list-style-type: none"> • Notes you made in your workbook from your F2F session • Session five online video and website resources • Learning checks • Self-reflection 			
Due date	Assessment Task Five	<p>In this assessment, you will complete a report regarding your project. Alternatively, if your project has reached completion you can supply all evidence outlined in the task five assessment details document.</p>			