

Frontline Manager Course-Phase 3: Managing for High Performance (FMC-3)

COURSE NUMBER **FAA01292**

For information about this course, contact:
FAA Program Manager
(386) 446-7251

DESCRIPTION AND LEARNING STRATEGY

Frontline Manager Course-Phase 3 provides development for the experienced frontline manager. The goal of the course is for each participant to assess and analyze current performance against the characteristics of high performance organizations and develop strategies for improvement. Learning activities include using multi-rater feedback on competencies from the FAA Managerial Success Profile to enhance personal performance, practicing business skills, case studies, and application exercises.

OBJECTIVES

- Translate objectives into meaningful performance measures.
- Coach teams toward goal achievement
- Build and maintain external stakeholder trust and confidence.
- Foster networks, alliances, and other business relationships.
- Develop common ground among a wide range of stakeholders (e.g., other operational units, labor, industry, public, international, or other government entities).
- Track costs of doing business and implement strategies to control them.
- Seek and use stakeholder feedback and suggestions to enhance organization's effectiveness.
- Accurately identify and effectively resolve problems and barriers that impede success.
- Communicate organizational direction and priorities clearly.

KEY COMPETENCIES

- | | |
|-------------------------------------|---------------------|
| • Accountability and Measurement | • Business Acumen |
| • Building Teamwork and Cooperation | • Stakeholder Focus |
| • Building Alliances | • Problem Solving |
| | • Vision |

This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7154** to discuss options.

PREREQUISITE: These courses also meet this requirement:
Leadership Development Program, Phase 1; or
Leadership Development and Labor Relations

CLASS SIZE

20 participants

LENGTH 4 days
(Monday, 8:00 a.m. -
Thursday, 5:00 p.m.)
32 hours
(Effective Jan. 2010)

LOCATION

FAA Center for
Management and
Executive Leadership
Palm Coast, Florida

UPCOMING DELIVERIES

(see [FY12 Schedule](#)
and [FY13 Schedule](#))

WHO SHOULD ATTEND

Frontline managers with
12-18 months of experience

Required for all first time
frontline managers hired after
1/1/05. Take course between
12 and 18 months on the job

Non-managers are **not**
eligible to attend unless
assigned to a temporary
management position.

ENROLLMENT

To enroll, contact your line
organization's training
coordinator.

PREREQUISITE

Frontline Manager Course-
Phase 2: *Managing for
Results*

PRECOURSE

Approximately four weeks
prior to class start, you will
receive an email detailing
several assignments, including
the **Multi-Rater Feedback
Assessment**, that must be
completed prior to your arrival
at CMEL.

RELATED COURSES

Managerial Coaching and
Mentoring (FAA01299)
Strategy Formulation
and Implementation
(FAA01200015)