

## Frontline Manager Course-Phase 2: *Managing for Results (FMC-2)*

### COURSE NUMBER    FAA01288

For information about this course, contact:  
FAA Program Manager: Roberta Sappington, Ph.D.  
(386) 446-7251

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### DESCRIPTION AND LEARNING STRATEGY

*Frontline Manager Course-Phase 2* is designed for new, first time frontline managers. Participants develop practical skills through application of basic supervisory policies and procedures covered in FMC-1. The focus is on maintaining operational effectiveness, achieving organizational results, and stepping up to the challenge of management. Learning activities include simulations, business skills practice, case studies, application exercises, and evening assignments.

### OBJECTIVES

- Justify resource requirements with hard data and business cases.
- Communicate organizational direction and priorities clearly.
- Set clear individual and unit or organizational performance objectives.
- Effectively address individual and unit or organizational performance issues.
- Provide feedback to employees to support their development.
- Recognize and reward high performance.
- Communicate openly and honestly.
- Lead with consistency, dignity, compassion, and integrity.
- Use feedback to identify and close one's own managerial skill gaps.

### KEY COMPETENCIES

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| <ul style="list-style-type: none"> <li>• Accountability and Measurement</li> <li>• Building a Model EEO Program</li> <li>• Business Acumen</li> </ul> | <ul style="list-style-type: none"> <li>• Communication</li> <li>• Integrity and Honesty</li> <li>• Managing Organizational Performance</li> </ul> |
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This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7132** to discuss options.

### CLASS SIZE

20 participants

### LENGTH    9 days

(Monday, 8:00 a.m. through following Thursday, 5:00 p.m.)  
72 classroom hours plus evening assignments

### LOCATION

FAA Center for Management and Executive Leadership  
Palm Coast, Florida

### UPCOMING DELIVERIES

(see [FY09 Schedule](#))

### WHO SHOULD ATTEND

Newly selected frontline managers

**Required** for all probationary managers in their first 6 months on the job

**Not Recommended** for veteran managers

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 1 (FAA30200099)

### PRECOURSE

Approximately four weeks prior to class start, you will receive an email detailing several assignments that must be completed prior to your arrival at CMEL.

### RELATED COURSES

Frontline Manager Course-Phase 3 (FAA01292)

Managerial Coaching and Mentoring (FAA01299)