

Literacy and first line management

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First line managers, as their name implies, are the first points of contact for employees within the hierarchy of the organisation. Traditionally first line managers have gained their position through their expertise and experience on the job. Their roles were 'supervisors', who passed information up and down the hierarchy. Fast capitalism has changed the first line managers' role within the organisation. They are now 'team leaders' who facilitate work teams. Changing times and changing job demands require 'new literacy's'. What are these new first line management literacies? How do new first line managers devise meaning about their role within the organisation?

This paper will examine research being undertaken into trainee first line managers, from blue-collar backgrounds, designing their new roles in fast capitalist workplaces. The research draws evidence from blue collar workers participating in 'on the job traineeships' in Certificate 1V First line Management, and industry based teachers who deliver the training.