

# € TRAINING

Effective Frontline Leadership





## Effective Frontline Leadership

### Introduction:

This training program is a specialized initiative designed to equip frontline supervisors and team leaders with the essential skills and knowledge needed to excel in their leadership roles. Through a customized program focusing on communication, team management, and problem-solving, participants learn to effectively lead and motivate their teams to achieve operational excellence.

### Program Objectives:

At the end of this program, participants will be able to:

- Review the strong business case for its deployment and define engagement.
- Demonstrate to attendees how to gauge, maintain, and increase engagement
- Determine whether the leadership style has a good or negative effect on staff engagement.
- To encourage collaborative practice, acknowledge "the collective power of insight."
- Assess and improve motivation in light of theoretical models
- Recognize and put into practice team performance theories.

### Targeted Audience:

- Frontline supervisors and team leaders.
- Newly promoted managers.
- Individuals transitioning into leadership roles from non-supervisory positions.
- Employees seeking to enhance their leadership skills at the operational level.
- Professionals looking to improve team performance and productivity at the frontline level.

### Program Outline:

#### Unit 1:

#### Aligning Performance to Create Trust & Engagement:

- The power of trust.
- Collective wisdom to enhance decisions.
- Team purpose - Performance management, KPIs and MBOs.
- The importance of behaviours - Building a team charter.
- Performance audits, reviews, and implications.
- Evaluating potential and performance - Grid for talent management review.

## Unit 2:

### Harnessing Potential to Create Engagement: Motivation, Commitment and Competence:

- Task and job allocation - Right player right position.
- Improving team dynamics - positive and negative group behaviours.
- Successful delegation - The achieving results through the efforts of others.
- Motivating people - Core skills and practical steps.
- Enhancing productivity and alignment by balancing positive and negative interactions.
- Dealing with poor performance - Coaching for team and individual performance issues.

## Unit 3:

### Frontline Leadership to Capture Hearts and Minds:

- Self-review & evaluation of frontline skills that build engagement.
- Personality and management/leadership style - Psychometric assessment and review.
- Authentic leadership to inspire people to exceed performance expectations.
- The shadow of the leader - Impact and influence.
- Emotional Intelligence EI and its role in engagement.
- Creating the inspirational vision - The key elements of alignment.

## Unit 4:

### Employee Engagement and Business Success:

- What is employment engagement.

- The business case for engagement - Impacts business success.
- Analysis and measurement of engagement.
- The impact of frontline leadership on engagement, productivity, and commitment .
- What do engaging leaders actually do.
- What style of leadership does the role demand.

## Unit 5:

### Creating a Culture of Engagement through Generous Frontline Leadership:

- Core essential for generous frontline leadership.
- The front line leadership challenge - Creating a culture of connection.
- Action planning against the employee engagement model.
- When engagement goes too far - Pitfalls of an overdone strength.
- Balancing pressure with performance.