

FOUNDATIONAL LEADERSHIP JOURNEYS FOR

Frontline Managers

Becoming a manager for the first time is a crucial turning point in an individual's career. Help employees transition from team members to team leads with the Frontline Managers' Program. This program is designed to enable high potential employees to take on leadership roles, develop people management capabilities, while enhancing communication and influencing skills. Most importantly, the Frontline Manager's Program empowers new managers to manage the change more efficiently.

Key competencies developed

Dealing with Change

- Understand the nature of change and its effect on teams
- Develop team resilience towards change
- Develop personal strategies to inspire change

Impactful Communication

- Develop the ability to read non-verbal cues during a conversation
- Use the SQCA framework to prepare for one-many communications
- Use the 5-step approach to effectively manage conflicts

Influencing Skills

- Understand the dynamics of persuasive communication
- Leverage facts, figures, and information to influence effectively
- Influence team members without using authority
- Lead change using effective influencing skills

People acumen

- Understand people acumen and its importance
- Understand your teams using SWOTAF
- Monitor behaviors of team members that hinder the common purpose
- Leverage people acumen to enhance team performance

Contextual Leadership

- Understand individual needs of team members
- Identify your own leadership style
- Determine readiness skill and moral levels of team members
- Flex your leadership style to meet the individual needs of team members

Collaboration for Success

- Recognize the significance of seeking collaboration within and across teams
- Identify the different ways of improving collaborating of team members
- Identify barriers to effective team collaboration
- Explore ways to foster effective collaboration amongst team members

Stakeholder management

- Build trusting relationships with internal and external stakeholders
- Reduce and uncover risk through effective stakeholder management
- Improve stakeholder perception of success for easy project closure
- Use the stakeholder map to understand impact or support of each stakeholder

Managing team performance

- Identify the highs and lows of team performance
- Develop KPIs to track individual performance of team members
- Identify ways to uncover performance gaps
- Plan interventions to bridge performance gaps

PROGRAM DIFFERENTIATORS

- Transform your managers with Simulations, Gamification and Cognitive tools
- Measure impact with advanced analytics
- Anytime, anywhere integrated platform with mobile

