FRONTLINE LEADERSHIP TRAINING PROGRAM

INTRODUCTION

> Frontline Leaders are first line leaders who supervise a group of followers to achieve the operational-level strategies of the organizations. These could be managers, project leaders, departmental heads, supervisors, foreman, etc, whose job include supervising a group of followers to execute the daily running of the organization's operations.

The Leadership role is more challenging today than ever before. The transition from excellent performer to competent Frontline Leader or Supervisor can be trying, and it demands a new set of skills. Newly appointed supervisors must be able to position themselves as frontline leaders in order to gain respect from others. The demands for higher quality and performance are increasing; the workplace is growing more complex. Even relationships with other are becoming more complicated and demanding. In face of such challenges, frontline leaders have to be effective if they are to help people invest the best of their minds, hearts and hands into their work - - if the work is to be done well. Frontline leaders must move from doing things _to_ people and toward doing _more_ things _with_ people. It is a role that no longer must focus primarily "_downward_"; it's expanded role which now must foster collaboration, involvement, and initiative - - not only downward, but _upward_ and _across_ the organization as well.

This Frontline Leadership training program consists of one foundational course module and series of skills-building modules that focuses on the essential skills needed to excel in a today's frontline leadership position. It will help both the experienced and recently appointed frontline leaders to gain leadership skills fast and be confident in their role. This program includes video, discussions, individual exercises, role play and group work to give participants the best opportunities for learning not just what to do – but how to do it well.

PROGRAM OUTLINE

MODULES	*CONTENTS*

1. Foundational module:
 	
"***Effective Supervisory Skills***"
(Duration : 2 days)
	1. Introduction:
	2. Expanded Role of the Supervisor:
	3. Essential Personal Skills:
	  • Developing Self-Awareness: Proactiveness
	  • Mental Visualization: Thinking ahead
	  • Prioritizing & Focusing on the "Vital Fews"
	  • Effective Communication: Listening
	4. Essential Interpersonal Skills:
	  • Understanding worker's motivation, and how to work along with others.
	  • Understanding group dynamics
	5. Frontline Leadership Basic Principles:
	  • Focus on the situation, issues, behaviors, not the person
	  • Maintain self-esteem & self-confidence of others
	  • Maintain good relationship with others.
	  • Make thing better and leading by example.
	6. Case study and role-play exercises

2. Skills building module:
 	
"***Giving Constructive Feedback***"
(Duration : 1 day)
	1. Introduction: Why give feedbacks?
	2. Leadership functions in giving constructive feedback
	3. Recognizing when to give constructive feedback
	4. Essential Interpersonal Skills Key Actions:
	  • Stating the constructive purpose of feedback
	  • Describing behaviors observed
	  • Impact and reactions
	  • Providing opportunity for response

	• Specifying suggestions 5. Possible pitfalls 6. Case study and role-play exercises

3. Skills building module:
 	
"***Recognizing Positive Results***"
(Duration : 1 day)
	1. Introduction: Why Praise?
	2. Leadership functions in recognizing employee's positive results
	3. Cues to watch for when recognizing or rewarding positive results
	4. Essential Interpersonal Skills Key Actions:
	   • Describing the results using the three "S" method
	   • Positively reinforcing the results using personal influences
	   • Reaffirming support and trust
	5. Creative rewards, suggestions and possible pitfalls
	6. Case study and role-play exercises

4. Skills building module:
 	
"***Getting Good Information From Others***"
(Duration : 1 day)
	1. Leadership functions in getting good information from others
	2. Important of good communication techniques and continuously getting good information from others
	3. Essential Interpersonal Skills Key Actions:
	   • Focusing on the discussion, filtering for information needed.
	   • Using proper questioning techniques to expand discussion or prompt for specifics
	   • Encourage dialog through proper body language
	   • Reaffirm understanding, summarize and close the discussion.
	4. Suggestions and possible pitfalls
	5. Case study and role-play exercises

5. Skills building module:
 	
"***Delegation for Productivity & Growth***"
(Duration : 1 day)
	1. Leadership functions in dealing with delegation
	2. Understanding effective delegations
	3. Essential Interpersonal Skills Key Actions:
	   • Open by identifying the responsibility and its importance.
	   • Clarify the responsibility, including expectations and limits
	   • Develop ideas for transferring the responsibility
	   • Agree on plan for transferring and tracking the responsibility:
	   • Close by summarizing and confirming confidence
	4. Leadership support and reassurance to reconcile people
	5. Suggestions and possible pitfalls
	6. Case study and role-play exercises

6. Skills building module:
 	
"***Dealing with Emotional Behavior***"
(Duration : 1 day)
	1. Leadership functions in dealing with emotional behavior
	2. Understanding emotional behaviors
	3. Essential Interpersonal Skills Key Actions:
	   • How to calmly acknowledging the emotional behavior
	   • Describe impact of emotional behavior
	   • Continue discussions constructively
	   • Approach for jointly refocusing on work issue.
	4. Leadership support and reassurance to reconcile people
	5. Suggestions and possible pitfalls
	6. Case study and role-play exercises

COURSE OBJECTIVES :

At the end of the program, participants will..

- Understand the important of effective Frontline Leader's role in the organization
- Recognize the challenges facing Frontline Leaders
- Learn basic Leadership skills for personal effectiveness
- Learn basic Leadership skills for inter-personal effectiveness
- Learn and practice the skills for effective daily interactions with Superiors, Peers & Subordinates in the areas of:
  - Giving Constructive Feedbacks
  - Recognizing Positive Results
  - Getting Good Information From Others
  - Delegation for productivity & growth
  - Dealing with Emotional Behavior
- Understand the overall techniques of frontline leadership effectiveness

WHO SHOULD ATTEND:

- All Frontline Leaders (i.e. Section Heads, Project Team Leaders, Senior Executives, Supervisors) – whose job involves supervising and leading individuals, or teams at operational level towards excellence. This program is also very suitable for those who want to prepare for a future leadership position.

ADMINISTRATIVE DETAILS

Duration   : (Refer to the number of days in the table above)
Time   : 9.00am – 5.00pm
Venue   : In-house or external training program
Language Medium: English (mixed with spoken Malay interactive dialogs)

TRAINER:

Nelson Kok holds a Master degree in Business Administration (MBA) and a B.Sc (Hons) degree in Geophysics obtained from the Universiti Sains Malaysia (USM), Malaysia. He has 25 years of work experiences, of which 18 years are in Training & Development related field. He has held managerial positions (Production Manager, Training Manager, TQM Manager, Human Resources Manager & General Manager) in various multinational Hi-Tech manufacturing corporations (AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Seagate, Read-Rite (M) Sdn Bhd), as well as local companies (Globetronics Technology Berhad, Amquest Sdn Bhd) before establishing his own consultancy company (GGN Solutions).

He now serves as an associate consultant and a freelance corporate trainer to several established training providers throughout Malaysia, Singapore, U.A.E & Sudan. He has facilitated over 10000 participants from various multinational and local corporations including Motorola, DELL, AMD, WD, Seagate, Infineon, Agilent, Osram, Jabil, Plexus, Siltera, SONY, Matsushita, Sumitomo, Toray, PETRONAS, ING Malaysia, Lafarge Malayan Cement Bhd, Securities Commission Malaysia, Telekom Malaysia, Malaysia Communications and Multimedia Corporation(MCMC), JKR, VADS, MTN, ZAIN, Petro-Energy E&P, White Nile Petroleum Operating Co., DAL Motors, KENANA Sugar Co., Global Edutech Management (Suzhou) Co, etc.   He also serves as a lecturer for several higher learning institutes such as Open University Malaysia (OUM), Society of Business Practitioners, UK (SBP), and International Centre for Quality, Sudan.

Throughout his career, he was trained in Japan, Singapore, Malaysia, Thailand, Sudan and is a certified trainer on team development, leadership, quality and productivity programs such as *7 Habits of Highly Effective People, Zenger-Miller Frontline Leadership Program, Performance Management System (PMS), Managerial Decisions & Business Modeling, Managerial Statistics, Train-The-Trainer, Total Quality Management (TQM), Statistical Process Control (SPC), Quality Control Circles (QCC) Facilitator, 7QC Tools, Problem Solving & Decision Making, Total Productive Management, MRPII, ERP, Team Building Program, DDI Supervisory Program, and many more*. He has also conducted many quality audits and was directly involved in his company's ISO 9001 and Quality Management Excellence Award (QMEA) certifications. Nelson's area of specialization is in helping organizations to achieve higher effectiveness and productivity using proven Leadership, People-Management, Quality and IT techniques and tools.