



FRONTLINE MANAGER DEVELOPMENT PROGRAMME

Customisable to roll out over 3-6 months

A Specialised Kwelanga Training Programme

INTRODUCTION

To become a competent and confident leader of the future, frontline managers, team leaders and supervisors are invited to embark on an exciting journey of learning.

The aim of this workshop is to strengthen current management and leadership skills with a powerful, more distinguished dimension.

It explores the role of a frontline manager in ensuring that the team is aligned to organisational strategy, understand their role, works effectively within their teams and across the organisation to encourage exceptional performance and the attainment of the team and organisation's goals.

Line Managers will delve into the processes and activities required to effectively manage themselves and their teams, with an eye on driving productivity.

REFERENCES

"The content was clear and relevant."

"It was interactive and experience based. Assisted in understanding my role better."

"Very informative, easy to understand and clear content."

"Enjoyed it. I can now plan and prioritise my work well."

"Well presented and good material used, learned more in time management."

"Facilitator very knowledgeable about the subject and group participation was excellent."

"Facilitator was energetic. Involved participation, good examples to convey the message to all to understand."

"The course content excellent, and excellent presentation skills and interesting."

"It was very interactive; the content was clearly explained."

"Interactive learning environment – safe space to express, and vast knowledge shown by facilitator."

"I enjoyed the various techniques and skills of the course. Valuable interacting with group sessions."

"Lots of interaction between delegates and facilitator and I also enjoyed the practical exercises."

TARGET AUDIENCE

This workshop is aimed at all those who have team leader, supervisory or management responsibilities, have recently been promoted to a frontline management position or those earmarked to take on a frontline management position in the near future.

COURSE CONTENT

Module 1: I Understand My Organisation

- **Pre-work self-study**
- Who is my Organisation?
- Understanding my organisation's structure
- Establishing a clear vision
- Leading the team towards company objectives
- Mission, vision and values
 - Company Specific Mission, Vision and Values
 - Company Specific Leadership Behaviours
- Strategic planning and setting objectives
 - Review individual company goals/targets
- The employees' responsibilities in ensuring that resources are used to the best advantage
- Resources required to achieve objectives
- Targets, contingency planning and crisis control
- Planning against organisational requirements
- **Practical application in the workplace**

Module 2: I Know My Role

- **Pre-work self-study**
- Defining management and leadership
- Analysing management activities – Planning, Organising, Leading and Controlling
 - Company specific alignment explored
- Self-assessment on the management basics
- Accountable Leadership - responsibility, authority, accountability
 - Alignment to company specific requirements
- The responsibilities of a manager
- The ethical dilemma – governance and integrity
- Management styles adapted by leaders
- Organizational expectation – Safety (*if applicable*)
- **Practical application in the workplace**

Module 3: I Work within My Team and Across the Organization

- **Pre-work self-study**
- The organizing process explained
- Communicating the organizing process
- Collaboration with other departments in execution
- Co-ordinating tasks
- **Practical application in the workplace**

Module 4: I Am Results Driven

- **Pre-work self-study**
- My responsibility
 - Individual KPIs, Performance Agreement or Job Responsibilities
 - Individual Development Plan (*linked to company standards and practices*)
- The importance of long term control
- Solving performance deviation
- Identifying areas of strength and weakness in your organisation's control process
- Solutions to exercising control
 - Company tools and systems explored
- Manager's conduct in maintaining control and assessing control effectiveness
- Task evaluation
- Group or team evaluation
- Performance evaluation
- Implementing constructive evaluation
- **Practical application in the workplace**

Module 5: I Drive Productivity

- **Pre-work self-study**
- Principles of Budgeting
- Benefits of Budgeting
- Budgeting Techniques
- Budgetary Control Process
 - Key cost drivers explored
 - Cost of poor quality
- **Practical application in the workplace**

Module 6: I Manage Myself to be Effective

- **Pre-work self-study**
- Understanding the time management matrix
- Planning proactively – key questions to ask
- Steps to successful time management
- Management of diary, to-do lists and scheduling - weekly/monthly/annual planning
- Prioritizing – maximizing your time
- **Practical application in the workplace**

Module 7: I Lead Myself and My Team

- **Pre-work self-study**
- Adapting to change
- Developing resilience
- Motivation
- Communication
 - Sender and Receiver
 - Channels of communication
 - Listening skills
 - Questioning techniques
 - Body language
 - Barriers to communication

- Feedback – reinforcement, developmental or corrective
- Basic negotiation skills
- Handling conflict
- Warning signs of team conflict
- **Practical application in the workplace**

Toolkit for Practical Application in the Workplace

Personal Elevation Plan

Integrated Summative Assessment Presentation

- Delegates to present individually to a panel (Line Managers, Kwelanga Training representative and Facilitator) for evaluation purposes.

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing FREE access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan

Delegates will be introduced to the Personal Elevation Plan, provided as a handout during training. This is a useful tool for creating an action plan to apply the new skills that were learnt during the course as well as promoting and encouraging accountability and behaviour change on delegates' return to the workplace.

The Facilitator guided delegates through the recording of actionable items and encouraged them to show their Personal Elevation Plan to their upline on their return to work so that accountability is created. This tool will therefore also be useful for monthly one-one-one developmental discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*

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