

Frontline Leadership

Introduction

A leader is a person who provides specific short-term and long-term work directions and supports the followers or employees to achieve and accomplish predetermined work goals or work objectives. Leadership is a set of behavior patterns reflected by a leader in encouraging the followers to increase their performance, both in competency and commitment. Frontline leaders must have the essential skills in motivating others and developing the frontlines. They need to provide daily work directions and encouragement in order to get things done professionally; Towards an effective way to influence others to achieve organizational goals.

Frontline leadership combines the technical abilities needed to supervise frontline staff with the capability to take proactive actions that will contribute to the organisational success as a whole. In other words, frontline leadership refers to the mindset required to get the most out of frontline staff. This course aims to provide participants the practical leadership skills and team leadership, develop leadership behavior, leading team members and motivating them, and implementing the leadership styles in the workplace.

Key Learning Outcomes

By the end of the course, participants should be able to:

- Provide the practical leadership skills and team leadership.
- Manage team members and team tasks more effectively.
- Develop leadership effectiveness and its link to productivity.

Duration

3 Days

Target Participants

Senior Leaders, Senior Managers, Managers, Senior Executives, Executives, Supervisors or Line Leaders, Officers, and staff members

*For the complete course content and quotation, please reach out to us at info@irs-training.com or kavitha@irs-training.com.