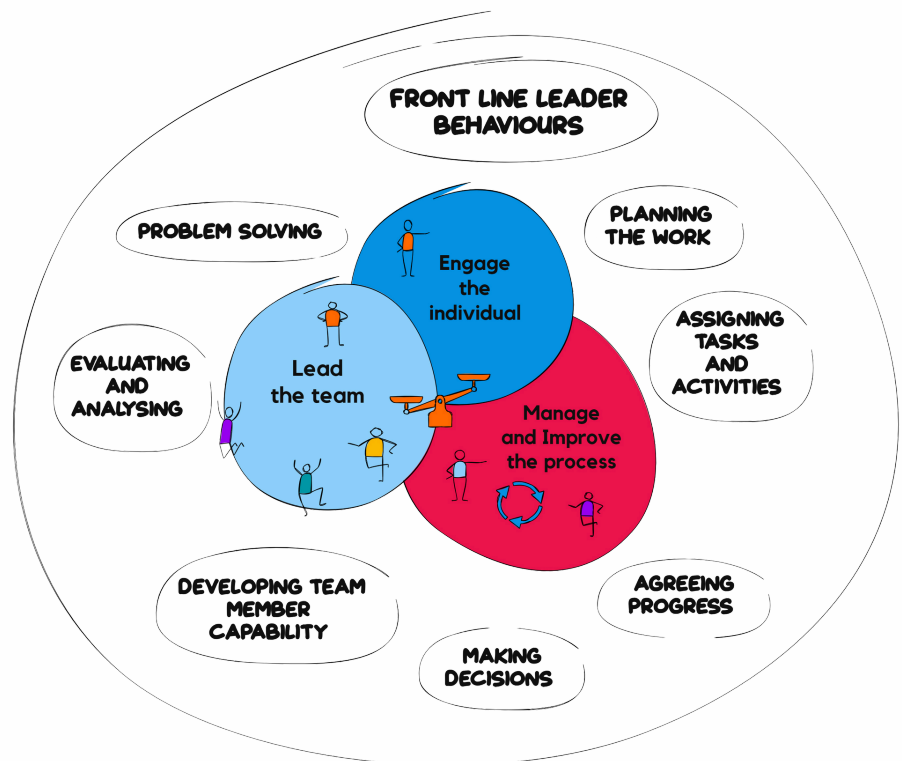




WORKSHOP PROGRAMME FRONT LINE/TEAM LEADER DEVELOPMENT

Whether you are new or old hat to leading an Operations Team, the programme offers breadth and depth to enhancing your Leadership and Supervisory Skills.

Delivering product or service comes with an ongoing need to ensure hourly and daily schedules and targets are met. It can be tough out there. Teams need to be equipped to plan, organise and control their own activities. Front Line/Team Leaders are an integral part of ensuring Product and Service are managed and delivered on time to the required schedule and quality needs of the customer, not forgetting the cost pressure. The purpose of the Front Line/Team Leader programme is to boost strengths, develop skills to handle the challenges, elevate the team's participation in meeting expectations and improving productivity on their journey.



To prepare and elevate energy, contribution and effectiveness of Team Leaders to connect and balance Process Management, Teamwork and Individual attention, while integrating Continuous Improvement into daily work.

Delivery options

'In the House'
(On Site)



'On the screen'
(Virtual)



Contact



pierre@engageworx.co.za



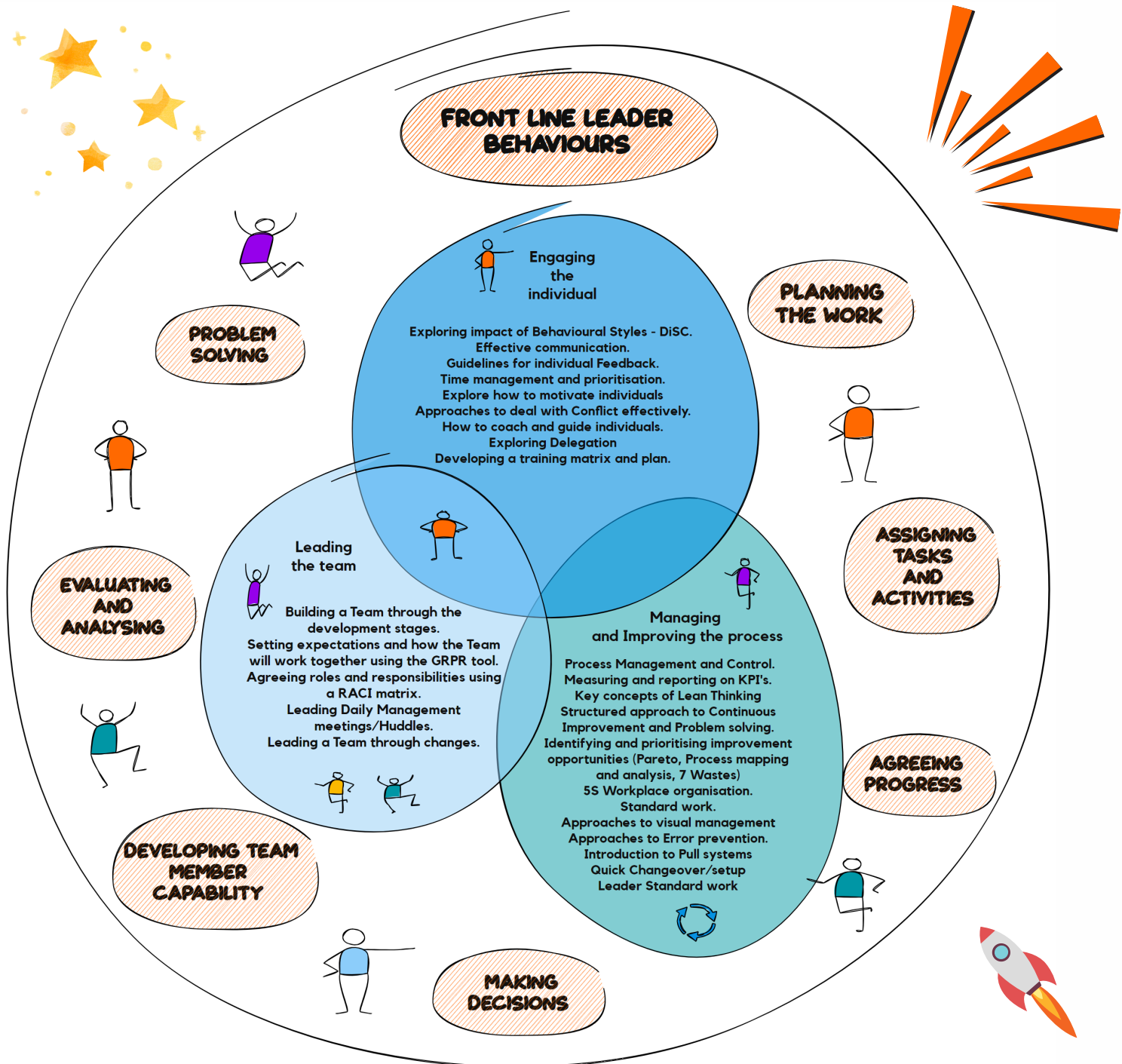
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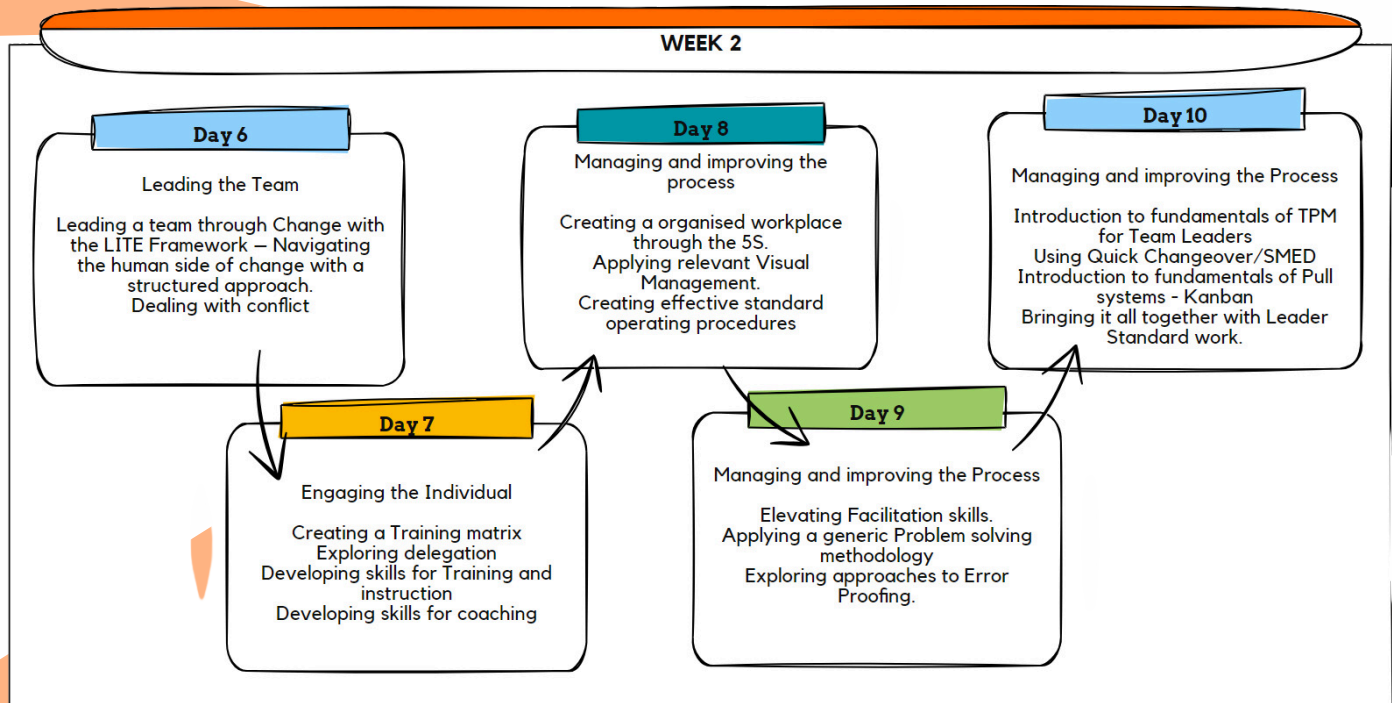
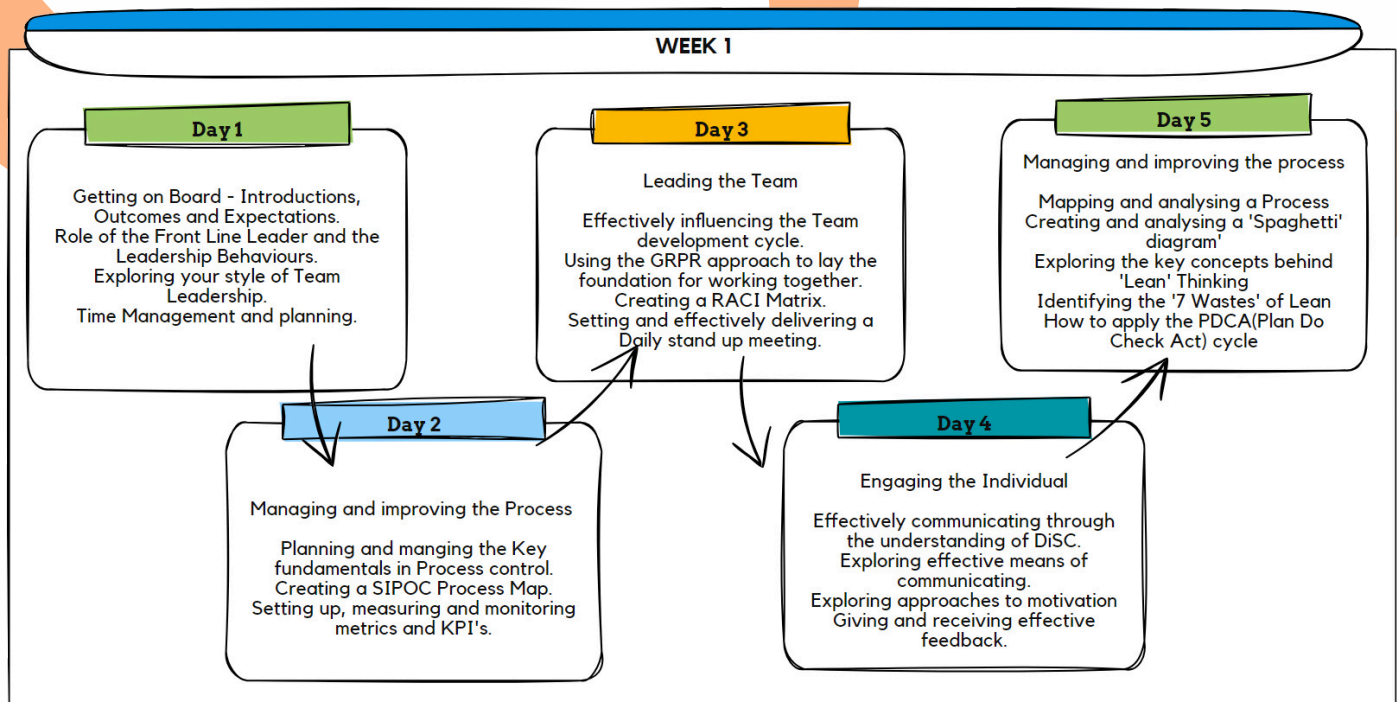
FRONT LINE LEADER OUTLINE

The Workshop programme content is blended with the desired Front Line Leader behaviours and outlined in the visual:



'Learning is not a spectator sport !'

FRONT LINE LEADER DETAIL SCHEDULE 10 DAYS



Workshop Delivery option – 10 days.



Learning outcomes for the Front Line/Team Leader Programme

- 
- Improve Personal effectiveness and confidence as a Front Line/Team Leader
 - Measurement and evaluation of key Process and Performance metrics ensuring performance.
 - Apply the concept of Process Thinking and the key concepts that constitute effective Process Management on a daily basis.
 - Collect and interpret appropriate data to interpret basic trends.
 - Identify and execute opportunities for incremental Continuous Improvement to improve process flow.
 - Able to contribute to solving processing problems through a structured approach.
 - Able to deliver effective daily Team huddles.
 - Able to develop a more effective and connected Team.
 - Develop skills and confidence of Team members.
 - Improve communication within Team and with support Functions.



Options:

- 1** Programme customisation available
- 2** Upfront Team Leader assessment
- 3** Include individual or group coaching

Contact



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