



FRONTLINE LEADERSHIP

“When front-line workers are part of any solution, they own it every bit as much as leaders do. Everyone benefits — the organisation, workers and, most of all, customers” – C Van Gorder

Frontline Leadership is an initiative to develop your frontline leaders. An initiative is not a single step. Don't make the mistake of firing up your frontline leaders and then forgetting them. Frontline leaders get dismayed if you don't follow through with your promises.

In this unique course, we help your organisation design and deliver a niche course which is backed up with project work. Your frontline leaders will be given tasks to grapple with and be critiqued in the safe environment of each workshop.

NUTS AND BOLTS:

Would you like to attend this program?

For maximum effectiveness, this course is best conducted as an in-house program.

Venue: For your convenience, you can choose to conduct this course at your workplace.

Alternatively, we can provide a training venue at a small additional cost.

Duration: Each course can be tailored to suit your timeframes.

Look at what you receive within 24 hours at no cost:

- An obligation free proposal
- A bio of a proposed trainer
- Training cost

Key Learning Outcomes:

At the conclusion of this course, participants will be able to:

- push out positive messages
- deliver one-on-one coaching
- drive their team
- develop a leadership mindset
- understand the needs of the customer
- facilitate change throughout the organisation
- help people transition to preferred roles
- choose your attitude
- respond positively to customers
- focus on what you can do rather than what you can't

GET IN TOUCH:

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PREFERRED TRAINING
NETWORKS