FRONTLINE LEADERSHIP

"Leadership is the capacity to translate vision into reality." - Warren Bennis

This two-day course builds confident and capable frontline leaders. Participants learn how their behaviour and communication shape team culture and morale. Participants explore how to lead people, not just manage tasks. The course covers leadership styles, communication, delegation, and feedback. It also looks at resilience, stress, and conflict in teams. This program bridges the gap between managing tasks and leading people, thus creating capable, confident, and future-ready frontline leaders.

Key Course Content:

- Reflect on personal strengths and limits to spot growth areas and build self-awareness.
- Distinguish managing tasks vs leading people and their impact on performance.
- Apply adaptive leadership and communication to engage diverse team members.
- Practise structured feedback using evidence-based models for confidence and clarity.
- Strengthen team resilience and manage stress and conflict to improve collaboration.
- Clarify delegation and accountability to set roles, expectations, and follow-through.
- Use time-management and prioritisation tools to plan under competing demands.
- Reflect on how values and motivation influence decisions and engagement.
- Plan a practical action step to integrate people and task leadership for sustained results.

Target Audience:
Existing and upcoming frontline leaders & managers.

Duration:
This course is available as a 2-day course.

Delivery:
This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.

Group Size:
We recommend a group size of 4-10 people.

Get a Quick Quote:
Let us know if you would like an obligation free quote for your organisation.

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Day 1

MODULE 1	LEARNING OUTCOMES
Effective Frontline Leadership	• Understand the shift from mate to leader and its challenges • Recognise how behaviour shapes team culture • Model consistent and visible leadership • Clarify expectations and align team goals
MODULE 2	**LEARNING OUTCOMES**
Leadership Styles & Self-Awareness	• Recognise different leadership styles and when to apply them • Identify personal strengths and development areas • Understand behavioural styles at work • Balance task and relationship focus to improve results
MODULE 3	**LEARNING OUTCOMES**
Communication & Critical Conversations	• Recognise barriers to effective workplace communication • Apply the 4-Stage Model for managing difficult conversations • Having critical conversations • Email communication 101 • Respond rather than react to challenging behaviour • Communicate assertively and maintain professionalism under pressure
MODULE 4	**LEARNING OUTCOMES**
Team Resilience & Conflict Management	• Understand the Kamin Performance Curve and personal stress responses • Apply Thomas-Kilmann Conflict Modes to workplace challenges • De-escalating conflict techniques • Promote resilience and recovery within teams • Build unity through shared problem-solving and mutual support

Day 2

MODULE 1	LEARNING OUTCOMES
Planning, Prioritising & Decision-Making	• Distinguish between urgent and important tasks • Use planning tools to manage time and competing priorities • Limit interruptions • Apply logical and creative thinking to decisions • Maintain focus when priorities shift or resources change
MODULE 2	**LEARNING OUTCOMES**
Delegation & Accountability	• Apply the NEWS Delegation model to share workload effectively • Clarify team responsibilities using the RACI framework • Micromanagement and/or empowerment • Clarify roles • Keep people accountable • Build accountability and trust through follow-up practices
MODULE 3	**LEARNING OUTCOMES**
Values, Behaviour & Motivation	• Recognise how personal values influence workplace behaviour • Understand differences in team value systems • Encourage motivation through fairness and inclusion • Listening and questioning skills • Foster trust, recognition, and ownership within the team
MODULE 4	**LEARNING OUTCOMES**
Strategic Thinking & Leadership Action Plan	• Define practical strategic thinking for frontline roles • Link day-to-day leadership to organisational objectives • Leaving your legacy behind • Change management 101 • Set measurable goals that integrate people and performance outcomes • Create a personal leadership action plan to embed key learning