

FRONT LINE MANAGER PROGRAMME

This highly participative and practical programme is designed around the core generic competencies for Front Line Managers. It will enable participants to manage both people and process issues capably and confidently and provide an opportunity to work together on significant business challenges whilst providing a practical toolkit for all Front-Line Managers.

TIME COMMITMENT

- Over a three– six month period participants will complete 8 days of Workshops, have three individual coaching sessions, one psychometrics feedback session and complete a series of work-based assignments including a major project working with three other participants on the programme.

PREPARATION

- Some pre-reading or video-clip study prior to each of the three workshops
- Completion of on-line questionnaires and psychometric inventories
- Meetings with line-manager at three stages of the programme to review progress

THEORY

Three workshops supported with three coaching sessions

1. The Business of Good Management: People Management & Performance
2. Strategy, Culture and Change: Influencing and Negotiating Skills
3. Stakeholders and Customers: Project Presentations

Two Webinars

1. Emotional Intelligence
2. Working in a VUCA World

Series of Personal Development Insights with feedback

Influencing Styles, Emotional Intelligence, Team Types, Change Readiness, Personal Competence Map

PRACTICAL

- Collaborative Project working with three participants on the programme
- Marginal Gains Innovation Project
- Workplace Shadowing
- Completion of Personal Portfolio of Application and Learning

OUTCOMES

1. Focus on the Strategic and Operational Imperatives of your organisation and a deeper understanding of the whole picture.
2. Confidence and clarity to manage performance of others and of self
3. Ability to influence others, without formal authority, and to work across disciplines
4. Insights into personal leadership style
5. Positive Change Management Skills
6. Deeper understand of how to bring value to both Customers and Stakeholders
7. Direct contribution, through the Collaborative Project, to managing significant workplace challenges and demonstrating your management capability to solve problems.