

Developing First Line Leadership Skills



In House Course

**4 Session
Live Online
Training Programme**

A Practical Guide For Leaders at All Levels

Front Line and Mini Business Leaders are at the heart of any organisations ability to deliver value to customers. They are the ones who can make an organisation run like clockwork. As customer expectations ratchet up and the pace of technology accelerates, their role is evolving. This is a course designed to guide the creation of personal development road maps for:

- Front line leaders who want to take stock of strengths and weaknesses to create a personal development plan.
- Aspiring Front Line Leaders who want to understand what it takes to succeed in the role.
- Those meeting the challenge of developing the next generation of Front Line leaders.

The course content will provide participants with a road map to equip First Line leaders with the knowledge and skills to drive practical changes through their teams. That includes the use of case studies and exercises to:

- Understand the scope of the role and develop a personal inventory of strengths and gaps to work on.
- Recognise the barriers to best practice and preventing the gains from slipping away.
- Identifying opportunities, gaining support and developing the justification.
- Engaging the front line with change
- Creating a bespoke local area roadmap to incorporate into daily management

The workshop leader is Graham Cooper who developed the course content based on lessons learned from running a multi award winning site for over 20 years.

For more information and a copy of our prospectus please email info@dakconsulting.com, log onto our website at www.dakacademy.com or call +44 (0)1491 845504.

Training Workshop



Course Title A Road Map to the Changing Landscape of Front Line Leadership

Location: On line

Cost: £3000 + VAT includes all course materials for up to 10 Delegates from the same company

Why attend?

The workshop provides team leaders, change agents, technicians and business sponsors with a practical road map to deliver and lock in the gains from joined up work processes and workforce engagement.

Participants will learn how to

By the end of the workshop, delegates will be able to:

- Surface pain points which can be removed by improving connectivity.
- Develop practical road maps and identify the key success factors to deliver the potential gains.
- Establish realistic and achievable targets and guide teams on their journey towards year on year performance improvement.
- Coach and engage direct reports to embed best practice wisdom into daily routines.
- Refine technology controls to simplify process stability and consistency.
- Support the development of work routines that are easy to do right, difficult to do wrong and simple to learn.

Sessions are interactive with delegates working on practical activities to gain insight, create practical programmes and communicate with meaning to guide teams to success.

The workshop approach is designed to support different learning styles to maximise the learning opportunity and support transfer of ideas on return to the workshop. That includes visual, practical, case studies and hands on team based exercises

Who should attend?

The course content is designed to set out the team leader role in surfacing and resolving pain points to deliver gains from improved connectivity. That includes

- Team Leaders
- Change agents
- Operational Technology Engineers
- Business Sponsors
- Project managers

Agenda

Session 1

- Introduction, what do you want to achieve, personal goals and challenges
- The front line reality and the challenges of the changing team leader role
- Team and team leader roles
- The changing Front line Leader landscape
 - Organiser, Analyst, Trainer, Coach, Ambassador, Communicator.



Session 2

- Case Study Part 1: The traditional front line reality and the pressure for change.
- Recognising pain points:
 - Procedures and work routines.
 - Job design and team skill profile.
 - Change management.
- Understanding barriers to best practice preventing gains from slipping away

Session 3

- Case study part 2: CES- A journey of improved connectivity
 - Lessons learned - Applicability to
 - Envisioning future change:
 - Team, team leader, shift teams, cross functional collaboration, supply chain
- Identifying opportunities, gaining support and developing the justification
- The pilot process goals and road map
- Engaging the front line with change
- Using pilot projects to refine and validate proof of concept/Justification
 - Start small, learn fast
 - Learning from failures, recognising success

Session 4

- Daily management – the new ecosystem
 - Workplace learning
 - Coaching and compliance
- Communicating results
- Locking in the gains
- Making further progress.
- Forward planning
 - Long term vision
 - 12 month plan
 - 90 day programme
- Review of the workshop

Led by

The workshop will be led by Graham Cooper.

Graham's approach to management and Front line leader coaching is based on the lessons learned from running a multi award winning site for over 20 years.

On their journey they were one of the first UK companies to gain accreditation under ISO 50001 Energy standards. The gains from this were then shared with the rest of the organisation.



Under Grahams guidance over the next 5-6 years they stripped out approaching €15 million of annual energy and chemical expenditure from the world wide estate. Part of which came from tapping into advances in digitisation and industry 4.0 techniques at minimal cost.

Training Workshop



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| <p>Course/Date/Venue</p> <p>Developing First Line Leadership Skills</p> <p>4 Online Weekly sessions</p> <p>In House Course</p> <p>Timing</p> <p>9.00 to 13.00 All Sessions</p> | <p>Workshop Fees:</p> <p>£3000 for up to 10 delegates from the same company including printing and course leader expenses.</p> <p>We regret that bookings cannot be accepted from consultants</p> |
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| <p>Complete and return this booking form to DAK Consulting, Chiltern House, 45 Station Road, Henley on Thames, RG9 1AT</p> <p>Or contact Nadine Edmonds on Tel: +44(0)1491 845504 Nadine.Edmonds@dakconsulting.co.uk</p> <p>Payment can be made by:</p> <ol style="list-style-type: none"> attaching a cheque made payable to "DAK Consulting" requesting us to invoice your company against purchase order number: _____ | Name | |
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