MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

LEAD A CREW

"Build Confidence. Lead with Purpose. Achieve Operational Excellence."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

This practical leadership course is designed to equip frontline leaders, team supervisors, and crew coordinators with the essential skills and behaviors to lead small teams effectively in dynamic, operational, and high-pressure environments. Participants will learn how to direct team activities, manage interpersonal dynamics, ensure safety and compliance, and maintain performance standards while fostering team morale and accountability.

Drawing from real-world field leadership, safety-critical sectors, and best practices in human performance, this course empowers individuals to lead with clarity, authority, and trust.

Objectives

By the end of this course, participants will be able to:

- Understand and apply crew leadership principles
- Allocate tasks and monitor performance effectively
- Foster communication, trust, and collaboration
- Manage operational issues and resolve team conflicts
- Maintain health, safety, and procedural compliance
- Adapt leadership style to the situation and team maturity

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Why Attend

- Step into leadership roles confidently
- Gain practical tools for managing crews in real time
- Improve morale, discipline, and operational outcomes
- Strengthen decision-making and communication under pressure

Target Audience

- Crew Leaders and Team Leads
- Shift Supervisors and Line Managers
- Site Coordinators
- Fire and Rescue Crew Leaders
- Field and Workshop Supervisors

Individual Benefits

- Transition from team member to team leader smoothly
- Strengthen leadership presence and command voice
- Gain respect through structured crew management techniques
- Improve your career pathway toward higher supervision roles

Organizational Benefits

- Build strong, self-regulated crews
- Improve safety and productivity on site
- Reduce errors through clear direction and oversight
- Create a pipeline of dependable crew supervisors

Instructional Methodology

- Scenario-based simulations
- Practical field leadership exercises
- Interactive case studies
- Role-playing and performance feedback
- Peer group coaching

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Course Outline

Detailed 5-Day Course Outline (Customizable)

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Fundamentals of Crew Leadership

- **Module 1:** Introduction to Leadership on the Frontline (07:30 – 09:30)
- **Module 2:** Crew Dynamics and Team Roles (09:45 – 11:15)
- **Module 3:** Leadership Styles for Operational Environments (11:30 – 01:00)
- **Module 4:** Workshop – Assessing Your Leadership Approach (02:00 – 03:30)

Day 2: Task Planning and Performance Management

- **Module 1:** Setting Objectives and Allocating Work (07:30 – 09:30)
- **Module 2:** Delegation and Task Monitoring Techniques (09:45 – 11:15)
- **Module 3:** Managing Time, Tools, and Tactical Resources (11:30 – 01:00)
- **Module 4:** Case Study – Job Planning and Crew Oversight (02:00 – 03:30)

Day 3: Communication and Motivation

- **Module 1:** Communication Protocols and Crew Briefings (07:30 – 09:30)
- **Module 2:** Listening, Feedback, and Motivating Others (09:45 – 11:15)
- **Module 3:** Managing Crew Fatigue and Morale (11:30 – 01:00)
- **Module 4:** Roleplay – Crew Conflict and Resolution Drill (02:00 – 03:30)

Day 4: Safety, Compliance, and Situational Leadership

- **Module 1:** Legal Responsibilities and Safety Compliance (07:30 – 09:30)
- **Module 2:** Risk Management and Leading by Example (09:45 – 11:15)
- **Module 3:** Adapting to Change and Emergency Leadership (11:30 – 01:00)
- **Module 4:** Tabletop Exercise – Emergency Command Simulation (02:00 – 03:30)

Day 5: Capstone Project and Field Leadership Assessment

- **Module 1:** Capstone Team Exercise – Leading in Practice (07:30 – 09:30)
- **Module 2:** Peer Review and Coaching Feedback (09:45 – 11:15)
- **Module 3:** Final Assessment – Leadership Skills Evaluation (11:30 – 01:00)
- **Module 4:** Certification Ceremony and Wrap-Up (02:00 – 03:30)

Certification

Participants will be awarded a **Certificate in Crew Leadership and Operational Management**, verifying proficiency in directing, managing, and evaluating team performance in the field.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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