MAWA EVENTS

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

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

IMPROVING PRODUCTIVITY AND EMPLOYEE ENGAGEMENT THRU EFFECTIVE FRONT LINE LEADERSHIP

"Empower Front Line Leaders to Drive Performance, Engagement, and Team Success."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

Front line leaders are the link between organizational strategy and day-to-day execution. Their ability to motivate teams, manage performance, and foster engagement directly impacts productivity and organizational success. This course equips front line leaders with the skills, tools, and techniques required to lead effectively, inspire their teams, and drive measurable results.

Participants will explore strategies to enhance communication, set clear expectations, recognize performance, and manage challenges proactively. Through interactive exercises, case studies, and practical workshops, leaders will learn to balance operational demands with team engagement, ensuring sustained productivity and a motivated workforce.

Objectives

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

- Understand the critical role of front line leaders in driving productivity and engagement.
- Develop practical leadership and team management skills.
- Enhance communication, coaching, and feedback techniques.
- Motivate and engage employees to achieve high performance.
- Set clear expectations, monitor performance, and recognize achievements.
- Manage challenges, conflicts, and workplace stress effectively.
- Apply strategies to build trust, collaboration, and accountability within teams.
- Implement action plans to sustain productivity and engagement.

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Why Attend

Front line leaders play a pivotal role in shaping team performance and morale. This course provides actionable strategies and practical tools to enhance leadership effectiveness, increase employee engagement, and drive productivity. Participants will leave equipped to inspire their teams, achieve operational targets, and foster a positive workplace culture.

Target Audience

This course is suitable for:

- Front Line Supervisors and Team Leaders
- Department Coordinators and Shift Managers
- New and Experienced Supervisors responsible for team performance
- Operational Leaders seeking to enhance engagement and productivity
- HR and OD professionals supporting front line leadership development

Individual Benefits

- Gain skills to motivate, engage, and lead teams effectively.
- Improve communication, coaching, and feedback techniques.
- Build confidence in managing performance and resolving conflicts.
- Enhance problem-solving, decision-making, and leadership capabilities.
- Learn strategies to balance operational demands with team engagement.
- Increase personal effectiveness and professional credibility.
- Develop practical approaches to sustain productivity and morale.

Organizational Benefits

- Enhance overall team productivity and operational efficiency.
- Foster higher employee engagement, satisfaction, and retention.
- Reduce workplace conflicts and absenteeism through effective leadership.
- Strengthen front line management capabilities across teams.
- Promote a culture of accountability, trust, and collaboration.
- Improve achievement of organizational goals and performance targets.
- Build a foundation for continuous improvement and high-performing teams.

Instructional Methodology

The training employs a practical, interactive approach through:

- Case studies and real-world front line leadership scenarios
- Group discussions and problem-solving exercises
- Role-playing and situational leadership simulations
- Workshops on coaching, feedback, and performance management
- Self-assessment and reflection exercises
- Facilitator-led guidance and continuous feedback sessions

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Course Outline

Module 1: Understanding the Role of Front Line Leaders

Module 2: Communication Skills for Leadership Effectiveness

Module 3: Coaching, Feedback, and Employee Development

Module 4: Motivating Teams for Engagement and Productivity

Module 5: Setting Clear Expectations and Performance Standards

Module 6: Conflict Management and Problem-Solving Techniques

Module 7: Building Trust, Accountability, and Collaboration

Module 8: Managing Stress and Workplace Challenges

Module 9: Aligning Team Goals with Organizational Objectives

Module 10: Capstone Activity – Developing an Action Plan for Front Line Leadership Excellence

Certification

Upon successful completion, participants will receive a Certificate in Improving Productivity and Employee Engagement Through Effective Front Line Leadership, recognizing their ability to lead teams effectively, enhance engagement, and drive operational performance.

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.

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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