

FRONTLINE LEADERSHIP TRANSFORMATION PROGRAM

"Empowering Frontline Leaders to Drive Performance, Accountability, and Team Excellence"

Schedule

Date	Venue	Fees (Face-to-Face)
22 - 23 Jul 2026	Riyadh - KSA	USD 1995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Frontline leaders play a critical role in translating organizational strategy into daily operational success. As the first line of leadership, they directly influence team performance, employee engagement, and workplace culture. However, many frontline leaders struggle with balancing operational responsibilities while effectively leading and motivating their teams.

The Frontline Leadership Transformation Program is a focused, practical 2-day training designed to equip supervisors and team leaders with essential leadership skills. The program emphasizes communication, accountability, decision-making, and people management, enabling participants to confidently lead teams, manage challenges, and drive consistent performance results.

Objectives

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

- Understand the role and responsibilities of effective frontline leaders
- Apply core leadership styles appropriate for frontline environments
- Communicate clearly and confidently with team members
- Build trust, engagement, and accountability within teams
- Handle performance issues and workplace challenges constructively
- Motivate teams to achieve operational and organizational goals

Why Attend

- Strengthen essential leadership and supervisory skills
- Improve communication and team coordination
- Learn practical tools for managing people and performance
- Enhance confidence in handling frontline leadership challenges
- Drive higher productivity and employee engagement
- Prepare for future leadership roles within the organization

Target Audience

This program is designed for:

- Frontline supervisors and team leaders
- First-time and newly appointed managers
- Shift leaders and operational supervisors
- Section heads and junior managers
- High-potential employees preparing for leadership roles

Individual Benefits

Key competencies that will be developed include:

- Effective communication and interpersonal skills
- Practical leadership and decision-making abilities
- Conflict resolution and problem-solving skills
- Confidence in managing people and performance
- Improved time management and prioritization
- Enhanced leadership presence and credibility

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved frontline leadership effectiveness
- Higher team morale and engagement
- Better execution of organizational policies and goals
- Reduced conflicts and improved workplace relationships
- Increased productivity and operational consistency
- Stronger leadership pipeline for future growth

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Core leadership principles, roles, and responsibilities of frontline leaders
- Case Studies – Real-world leadership challenges and best-practice solutions
- Workshops – Interactive exercises on communication, motivation, and performance management
- Peer Exchange – Group discussions on frontline leadership experiences and lessons learned
- Tools – Practical leadership checklists, feedback models, and action plans

Course Outline

Detailed 2-Day Course Outline

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: Foundations of Frontline Leadership

Module 1: Role of the Frontline Leader (07:30 – 09:30)

- Understanding frontline leadership responsibilities
- Transitioning from individual contributor to leader
- Leadership impact on team performance

Module 2: Leadership Styles and Self-Awareness (09:45 – 11:15)

- Situational leadership at the frontline
- Identifying personal leadership strengths and gaps

Module 3: Effective Communication Skills (11:30 – 01:00)

- Clear instructions and expectations
- Active listening and constructive feedback

Module 4: Building Trust and Team Engagement (02:00 – 03:30)

- Creating a positive work environment
- Motivating frontline teams

Day 2: Performance, Accountability, and People Management

Module 1: Performance Management for Frontline Leaders (07:30 – 09:30)

- Setting goals and performance expectations
- Monitoring and coaching performance

Module 2: Accountability and Decision-Making (09:45 – 11:15)

- Holding teams accountable fairly and consistently
- Making timely and effective decisions

Module 3: Managing Conflict and Difficult Situations (11:30 – 01:00)

- Handling conflicts and workplace issues
- Dealing with challenging behaviors

Module 4: Action Planning and Leadership Growth (02:00 – 03:30)

- Personal leadership development plan
- Key takeaways and course review

Certification

Participants will receive a Certificate of Completion in Frontline Leadership Transformation Program, validating their practical leadership skills and readiness to effectively lead teams at the frontline level.

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