

FRONT-LINE MANAGEMENT-LEADERSHIP PROGRAM

Why was the Program developed?

IBPAP's Team Leader Benchmarking Study Industry Report studied the following

- What is the extent of readiness and potentials of the team leaders?
- What are the differentiating competencies between high- and low- performing team leaders?
- How far are the current team leaders from the prescribed global benchmarks?
- What are the company and industry benchmark?
- What are the strengths and developmental areas of the team leaders?

The recommendations included programs focused on

- Problem Solving
- Coaching
- Process Improvement
- Communication
- Front-line Management
- Relationship Management

Are you developing your next generation leaders?



Who is it for?

The Front-line Management-Leadership Program is for Team Leaders and for HR and L&D Practitioners.

What is it?

The Front-line Management-Leadership Program is a 2-day program designed to provide industry team leaders a compact learning intervention and enhancement that employs a practical approach and scenario-based training.

What it does

- Align current knowledge in the areas of root-cause analysis, problem-solving, and decision-making based on industry best practices.
- Enhance existing skills in the areas of business communication and conversational strategies.
- Improve one's understanding of frontline management fundamentals.

Program

DAY 1: JOB FOCUS

- Frontline Management
- Customer Service
- Tool-Specific Skills
- Process-Specific Skills
- Accountability

DAY 2: LEADERSHIP FUNDAMENTALS

- Communication
- Problem Solving
- Decision Making
- Personal Effectiveness



Testimonial

The program was designed for team leaders, but even I, an individual contributor HR practitioner took away a lot of valuable lessons. I liked that the workshop was designed to cater to different learning styles, and the facilitator made sure to engage everyone throughout the workshop.

~ Ma. Rosario "Meyen" J. Lim, HR Advisor of INFOR

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