

# Frontline Leader Program



# Program Overview

This program will support frontline leaders with essential management skills so they can better support their teams, collaborate across business units and effectively initiate and manage changes to tools and processes.



# Pre-program

- Line Manager Webinar
- DiSC Workplaces



# Program Structure

- Week 1 – Topics 1 to 8, 2 days face to face delivery
- Week 4 – Individual Coaching Session
- Week 8 – Share and Learn – Virtual (90 mins)



# Learning Outcomes

- Identify the expectations for all Endeavour Foundations Leaders
- Develop self- awareness and take ownership for ongoing leadership development
- Build and practice the skills to hold a difficult management conversation
- Create a plan to build a team that is focussed on achieving business outcomes



# Learning Modules



# Executive / Senior Leader Welcome

This introduction provides organisational context for participants and helps demonstrate Endeavour Foundation's commitment to developing their people.

# Topic 1 – Leadership Expectations

This topic introduces Endeavour Foundation's frontline leaders to the concept of being intentional leaders and what the expectations are for them as a leader at Endeavour in the following areas:

Manage Self, Others and the business

This sets the foundation for them to make a behavioural and values-based transition to leadership, connecting their pride in delivering high quality services to their day-to-day behaviours.

# Topic 2 – Building Self Awareness through DiSC

Participants will review their DiSC reports to understand their current strengths and development areas taking a proactive role to expand their skillset. This topic also helps develop effective workplace communication skills with a focus on identifying and reducing workplace communication barriers so frontline leaders can communicate with impact and share knowledge and experience to develop the wider team. By reviewing different communication preferences participants will develop a deeper understanding of adapting their messaging for different audiences and how to modify their approach to build trust and relationships with others.

# Topic 3 – Team Development

This topic helps participants develop high performing teams and increases their understanding of the skills and capabilities required within their teams to meet Endeavour Foundation's strategic objectives. Participants create team mission statements and charters to support them in strengthening team morale, belonging and creating an environment where team members feel comfortable speaking up. Participants will also develop techniques to motivate and engage team members.

# Topic 4 – Performance Management

This topic is focused on helping participants assess the performance of individual team members and conduct performance conversations that are constructive and focused on development. Participants will have the opportunity to learn coaching techniques and practice these with their cohort.

# Topic 5 – Leading through Values

This topic will develop the participant's lateral thinking and their understanding of how they, as an individual, and their team, fit within the wider organisational context, mapping the organisation structure to Endeavour Foundation's vision (the why), mission and strategic objectives (the what). Participants then work through the 'how' - Endeavour Foundation's values and behaviours – to understand how these can be implemented in their day -to-day role and how this contributes to the workplace culture. Customers are placed at the heart of this mapping exercise to raise the awareness of how each business unit and team is working to exceed the expectations of the customer, even if they aren't customer facing.

# Topic 6 – Managing Behaviours, Difficult Conversations

Participants are provided with techniques and frameworks to prepare and conduct difficult conversations with team members. Participants will have the opportunity to practice these with their cohort and receive feedback from the facilitator.

# Topic 7 – Problem Solving and Decision Making

This topic will provide participants with problem solving frameworks and techniques that they can apply to their day to day challenges especially in relation to their teams.

# Topic 8 – Development Plans

Participants are encouraged to take their learnings and form an action plan for their own development and a coaching plan for their team members based on current team performance. Activities will be set for participants to action in the workplace and feedback during their coaching session and virtual share and learn.

# Coaching 1:1

This 1-1 coaching session provides an opportunity for participants to receive personalised coaching for a challenge or development gap. It also provides an opportunity to feedback to the facilitator how they have put their new skills in to practice and review their individual and team development plan.

# Share and Learn (Virtual)

This virtual share and learn will be hosted by the program facilitator but will be focused on encouraging meaningful participation from program attendees. Participants will be expected to each provide a 3-4 minute update on what they have done, what has and hasn't worked and their next steps as well as an opportunity to ask direct questions of the facilitator and the rest of their cohort.