Frontline Leadership: Boosting Productivity & Engagement

24 – 28 May 2027
Paris (France)



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Why This Course

Frontline leaders play a critical role in driving team performance, engagement, and overall organizational success. Their ability to communicate effectively, motivate employees, and manage performance directly impacts productivity and workplace culture.

The Frontline Leadership Excellence Program is an intensive 1-week course designed to equip supervisors and team leaders with the skills, tools, and strategies needed to lead their teams with confidence. Through practical exercises, real-world examples, and interactive workshops, participants will learn to create a positive work environment while aligning team efforts with organizational goals.

What You'll Learn and Practice

By participating in this program, you will:

- Develop strong communication and leadership skills tailored to frontline management.
- Boost employee engagement and motivation through practical techniques.
- Apply performance management strategies to improve productivity and outcomes.
- Build and lead high-performing teams while resolving conflicts effectively.
- Align team efforts with organizational objectives and foster a culture of continuous improvement.
- Cultivate a positive, inclusive, and collaborative work environment.

The Program Flow

Day 1: Foundations of Frontline Leadership

- Understanding the role and responsibilities of frontline leaders.
- Effective communication strategies for team management.
- Building trust, credibility, and influence with team members.
- Exploring leadership styles and their impact on team performance.

Day 2: Driving Employee Engagement

- Identifying factors that influence engagement and motivation.
- Applying techniques to inspire and energize frontline teams.
- Creating a positive work environment that encourages participation and accountability.
- Recognition and reward strategies to sustain motivation.



Day 3: Performance Management and Productivity

- Setting clear goals, expectations, and performance standards.
- Providing constructive feedback and coaching for improvement.
- Implementing productivity enhancement techniques.
- Managing underperformance and supporting team growth.

Day 4: Team Building and Conflict Resolution

- Building cohesive, high-performing teams.
- Effective delegation and empowerment strategies.
- Conflict resolution techniques to maintain team harmony.
- Promoting collaboration, cooperation, and trust within teams.

Day 5: Aligning Team with Organizational Goals

- Understanding and communicating organizational vision and strategy.
- Implementing change initiatives effectively at the team level.
- Fostering innovation, creativity, and continuous improvement.
- Measuring, tracking, and reporting team performance to drive results.

Individual Impact

Participants will:

- Improve their ability to lead and motivate frontline teams effectively.
- Strengthen communication, coaching, and conflict resolution skills.
- Gain practical tools for performance management and productivity improvement.
- Learn techniques to align team efforts with organizational goals and vision.

Work Impact

Organizations will benefit from leaders who can:

- Drive higher team productivity and engagement.
- Build cohesive, motivated, and high-performing teams.
- Implement effective performance management and coaching practices.
- Foster a positive, inclusive, and results-oriented work culture.

Training Methodology

The program combines theory with practical application through:



- Interactive workshops on leadership, communication, and team management.
- Real-world case studies and scenario-based exercises.
- Hands-on practice in conflict resolution, coaching, and performance management.
- Peer discussions and reflective exercises to reinforce learning and application.

Beyond the Course

Upon completion, participants will be ready to:

- Lead frontline teams confidently to achieve organizational objectives.
- Motivate and engage employees to maximize productivity and morale.
- Manage performance and resolve conflicts effectively.
- Build a positive, collaborative, and high-performing team culture.

