

# FRONTLINE LEADERSHIP DEVELOPMENT WORKSHOP



**FORSMAN-JAMIESON**  
FJ1997LTD

Providing: Leadership development & Safety training, consultancy and assessment

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## ABOUT THE WORKSHOP

The workshop varies from a one day introductory option (can be run as 2x ½ day version) to an intensive two day or three day residential workshop.

There are a range of topics that can be covered and clients can custom build a workshop by choosing which topics best suit their staff's needs and company outcomes. The workshops are often used to lay the foundation for a change of workplace culture and or for developing new workteams.

The workshop provides participants with an introduction to what it means to be a leader and provides a range of practical solutions & tools that candidates can take away with them. The main focus is on achieving the best business results; it also includes how we change culture by addressing the environmental factors that determine the behaviours of people and offers real world communication skills.

The workshop is a facilitated discussion and includes a selection of written and practical exercises to engage the participants.

### WORKSHOP PURPOSE

To develop & enhance the competency of frontline leaders in your business.

### WHO SHOULD ATTEND

Leading hands, foremen, supervisors, managers and anyone who will shortly move into a leadership role.

### WORKSHOP OBJECTIVES

#### *Participants will*

Gain an understanding of what it means to be a Supervisor, Team Leader & Manager of people and develop competencies required to fulfil that role.

Gain an understanding of and be focused on how critical their leadership roles are in ensuring the performance of all team members and therefore the success of the business.

Learn techniques to build a team culture with a commitment to working co-operatively to achieve business objectives.

Develop the competency to have the courageous conversations when needed to deliver feedback to staff and others.

Gain greater confidence in their leadership ability to contribute to their own and the company's' development and growth.

## WORKSHOP CONTENT RANGE

### The Levels of a Business Culture

- Generative
- Proactive
- Calculative
- Reactive
- Pathological

### Focus on Business Results

- High Productivity
- Required Standard
- Lowest Sustainable Cost
- ZERO Harm to P.E.A.R.L
- Keeping all involved 'Happy'

### Communication tools

- Coding and Decoding
- Solution based messages.
- Listening skills
- Advocacy and Inquiry
- Understanding and matching Perceptions

### Behaviour change

- Process + Application = Results
- Behaviour is a Function of Personality and Environment
- Behaviour Reinforced is Behaviour Repeated
- A.B.C of Behaviour & P.I.C.N.I.C

### Leading the Application of Change

- Lead by Inspiration
- Manage by Process
- Operate by Example
- Skill and Will. (Guide, Delegate, Excite, Direct)

### Fair Culture

- Human Errors and Violations
- Accountability

### Hazard & Effects Management

- Relevance to business culture
- Steps: Identify, assess, control, recovery

### Problem Solving

- 5 Step approach
- Quick decision, long repentance
- Effectiveness of a decision equals quality thinking X acceptance

### On Job Training

- Practical technique
- C.O.A.C.H.
- Learning styles
- Structuring training

### Company Specific

- As required

## ONE DAY WORKSHOP

Content of the popular "Off the shelf" introductory one day workshop covers the following foundation building blocks of leadership:

- Levels of a business culture
- Business results
- Communication tools
- Behaviour change
- Leading the application of change
- Fair Culture
- Business Hazard & Effects Management

## ABOUT THE FACILITATOR

Keith (Scotty) Forsman-Jamieson has been involved in Staff development and Safety training for over 30 years. The majority of that time has been spent in New Zealand working primarily with the Oil and Gas Industries and has included numerous short term assignments around the world.

During that period Scotty has been providing custom designed programmes to suit client specific requirements for Frontline Leadership training with a focus on the "foundation building blocks" of leadership.

Scotty has a friendly, down to earth facilitation style and he relates well with all levels in the business world. He is maybe not as PC as he should be, however the participants will enjoy his presentation style

### Regular Users of Frontline Leadership programmes facilitated by Scotty since 2014 are:

Shell Todd Oil Services, Origin Energy, Worley Parsons & associated contract companies, ENTEC, BW Offshore, Page & Macrae Engineering, Kiwibus Builders, Trevelyan's, Vector, Port Taranaki, Energyworks.

These are programmes that work, just ask the now CEO's and General managers who participated in the early programmes around 25 years ago!

