



An ISO 9001:2015 & ISO 29990:2010  
Certified Company



# Improving Productivity & Employee Engagement through Effective Frontline Leadership

Unleashing Hidden Potential Through Generous Leadership

09 - 13 Oct 2017, London  
09 - 13 Jul 2018, Dublin  
01 - 05 Oct 2018, London



The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for re-certification credit.



United Nations  
Global Compact

# Improving Productivity & Employee Engagement through Effective Frontline Leadership

Unleashing Hidden Potential Through Generous Leadership

## Course Schedule

09 - 13 Oct 2017	London
09 - 13 Jul 2018	Dublin
01 - 05 Oct 2018	London

## Why Choose this Training Course?

This course explores the critical role of front line leaders in creating and sustaining employee engagement as a driver for well being, growth and profitability within the organisation. It examines the evidence of why engagement matters and how to build it into the organisational landscape by offering techniques to create engagement and reconstruct the psychological contract between employee and employer. Delegates are exposed to the leadership competencies, skills and behaviours required to build and maintain successful outcomes. If you are a front line leader of teams, this course offers a compendium of ideas and grounded theory that will impact your practice immediately.

### This course will feature:

- Awareness and application of the values embedded in employee engagement
- The fundamental cognitive, emotional, and behavioural skills necessary for front line leadership
- The impact of personal management and leadership style on employee engagement
- Tools and techniques enabling delegates to evaluate and measure organisational engagement
- The role of front line leadership at the point of interface between the organisation and employees



visit our website: [www.aztechtraining.com](http://www.aztechtraining.com)

## What are the Goals?

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

- Define engagement and review the compelling business case for its implementation
- Show delegates with techniques to measure, sustain and generate engagement
- Evaluate how leaderships style may positively or negatively impact employee engagement
- Recognise “the collective power of wisdom” to generate collaborative practice
- Evaluate and enhance organisational engagement against a theoretical Models

## Who is this Training Course for?

This course is designed for professionals across all functions or disciplines, with “front line” leadership responsibilities, who wish to evaluate progressive management practices which engage the “hearts and minds” of those they lead.

## How will this Training Course be Presented?

This course will utilise a combination of presentations, videos, class discussion, group and self reflective exercises to examine all the elements of engagement. Designed to accommodate all styles of learner, the emphasis will be on creating an in-depth understanding of managerial leadership skills that generate “engagement” and to equip each delegate with the tools for future and continued success.

### The Certificate

- AZTech Certificate of Completion for delegates who attend and complete the course.
- The HRCI Approved Provider Seal and the corresponding Recertification Credit Hours Awarded will be reflected in the Certificate of Completion

# The Course Content

## DAY ONE: Employee Engagement and Business Success

- What is employment engagement? A model for practice
- The business case for engagement. How employee engagement impacts business success
- Do you know how engaged your people are right now? Analysis and Measurement
- The impact of front line leadership on Engagement, Productivity and Commitment - Current research and implications
- What do engaging leaders actually do? Dimension of front line managerial Leadership
- What style of leadership does my role demand? How does this contribute or inhibit engagement?

## DAY TWO: “Front Line Leadership” to capture “Hearts and Minds”

- How good are your front line skills that build engagement? - review and application
- Personality and management/leadership style - psychometric assessment and review
- Authentic leadership to inspire your people to exceed performance expectations
- The shadow of the leader - impact and influence
- Emotional Intelligence and its role in Engagement - steps to better performance
- Creating the inspirational vision - the key elements of alignment

## DAY THREE: Aligning Performance to Create Trust & Engagement

- The power of collective wisdom
- Team purpose - Performance Management, KPI's and MBO's
- The importance of behaviours - building a team charter
- Building meaning for employees - The case for continuous improvement
- How productive am I? How productive is my team? Performance audits, reviews and implications
- Evaluating potential and performance - The Grid for Talent Management review implications actions

## DAY FOUR: Harnessing Potential to Create Engagement: Motivation, Commitment and Competence

- Task and Job Allocation - right player right position
- Improving Team Dynamics - Identifying Both Positive and Negative Group Behaviour Roles
- Successful Delegation - the achieving results through the efforts of others
- Motivating your People - core skills and practical steps
- Enhancing productivity and alignment by balancing positive and negative interactions
- Dealing with Poor Performance - Coaching for team and individual performance issues

## DAY FIVE: Creating a Culture of Engagement through Generous “Front Line” Leadership

- Core essential for generous front line leadership
- The front line leadership challenge - Creating a culture of connection
- Action planning against the Employee engagement model
- When engagement goes too far - pitfalls of an overdone strength
- Balancing pressure with performance
- Review of week and closure

## Professional Recognition and Accreditation



The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

# Improving Productivity & Employee Engagement through Effective Frontline Leadership

Unleashing Hidden Potential Through Generous Leadership

Date	Venue	Fees(USD)	Book your seat
09 - 13 Oct 2017	London	\$4,950	<b>Register Now</b>
09 - 13 Jul 2018	Dublin	\$4,950	<b>Register Now</b>
01 - 05 Oct 2018	London	\$4,950	<b>Register Now</b>

This fee is inclusive of Documentation, Lunch and Refreshments

## REGISTRATION DETAILS

Family Name: \_\_\_\_\_ First Name: \_\_\_\_\_  
Position: \_\_\_\_\_ Company: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

## AUTHORISATION

Authorised by: \_\_\_\_\_ Position: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
Postal Address: \_\_\_\_\_

## MODE OF PAYMENT

- Please invoice my company     Please invoice me     Please find enclosed a cheque payable to AZTECH

## HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least **3 weeks prior** to the commencement of the course.

## CANCELLATIONS & SUBSTITUTIONS

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a \$250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

## DOWNLOAD TRAINING PLAN 2018



Scan this code with your smart phone to download Training Plan 2018. Our training portfolio will provide you a number seminars and courses to choose from depending on your organisational goals and personal development objectives.

## EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the instructor at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrants may incur or have incurred as a result of any trip cancellations or changes.

## 4 WAYS TO REGISTER

Toll Free: ..... 800-AZTECH  
Telephone: ..... +971 4 427 5400  
Fax Number: ..... +971 4 427 5401  
Email Address: ..... info@aztechtraining.com  
Visit our website: .....www.aztechtraining.com

## CERTIFICATION

AZTech Certificate of Completion for delegates who attend and complete the course  
The HRCI Approved Provider Seal and the corresponding Recertification Credit Hours Awarded will be reflected in the Certificate of Completion

## Follow Us:

