



**Workshop on Improving Productivity and Employee Engagement
Through Effective Front Line Leadership**

June 3 – 7, 2024, 1st Run: Lagos & Abuja

December 2 – 6, 2024, 2nd Run: Lagos & Port Harcourt

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N250, 000 per Participant

For online: Delivery via Zoom

Online course fee: N200, 000 per Participant

Available for In-plant Training

**500 USD for foreign
Participants**

Program overview:

This program 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 organization. It examines the evidence of why engagement matters and how to build it into the organizational landscape by offering techniques to create engagement and reconstruct the psychological contract between employee and employer. Participants will be 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 program will help you build practical ideas and grounded theory that will impact your practice immediately.

For whom:

This program is designed for all Front Line Managers, Supervisors and Team Leaders who need skills in creating and sustaining employees' engagement for improved productivity in the workplace.

Learning objectives:

At the end of this program, participants will be able to:

- define engagement and review the compelling business case for its implementation;
- acquire skills to design, measure, sustain, an engaged workforce;
- evaluate how leadership styles may positively or negatively impact employee engagement;
- recognize “the collective power of wisdom” to generate collaborative practice; and
- apply organizational engagement against theoretical models and concepts learnt in the course.

Course outline:

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,
- Analysis and Measurement Employee Engagement
- The impact of front line leadership on Engagement, Productivity and Commitment - Current research and implications
- Employee Engagement: The Roles of front line Leadership
- 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
- Personality and management/leadership style - 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 potentials and performance - The Grid for Talent Management review
- implications and action plan

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 for Employee engagement model
- When engagement goes too far - pitfalls of an overdone strength
- Balancing pressure with performance,
- Review of work and closure.

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N250, 000

In-plant Fee Negotiable

WORKSHOP FEE:

N250, 000 per participant, VAT –N18, 750

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,
& 234-9112830607**

Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.