



Frontline Management

Leadership is an important aspect of the workplace; a proper leader is one who gets people together under one objective, allows for the establishment of actual bonds, and maintains the flow of profits within the company. However, it can often be very difficult especially within the context of frontline customer service. For one thing, the stresses of leadership can often weigh down those who have recently been promoted, and clear disparities can often be seen as they find themselves unable to go beyond the quotas they used to make mincemeat of prior to promotion. Understandably, this can heavily affect self-esteem and worse of all, it can spread throughout the team and even the company, ultimately affecting productivity and profit. Fortunately, leaders are never born; they are made, and our experts are all too willing to show participants the fundamentals of proper frontline management.

For this training course, we will help participants learn self-help techniques, proper communication, time management, task delegation and critical thinking skills in order to help them assess situations and ultimately solve problems through superior organisational, critical and logical thought. By the end of this training course, prospective leaders will not only be able to maintain productivity, but ultimately lead their colleagues to greater and great heights.

Course Overview

The first part of the day will be spent getting to know the participants and discussing the workshop. Students will have the opportunity to identify their learning goals.

Self-help Techniques

In this session, participants will learn important self-help measures such as breathing techniques and other stress management skills in order to help them keep their composure, be it before or during any task.

Task Delegation

In this session, participants will learn how a true leader empowers comrades to do their tasks.

Time Management

During this session, participants will learn how to accomplish tasks on time, that will also possess a greater general organisational skill for more complex situations.

Proper Communication Techniques

During this session, participants will learn how to express their thoughts eloquently and without fail, allowing them to take leadership to an entirely new level.

Critical Thinking Skills

This workshop will help participants to learn how to be a leader that possesses an absolute stranglehold on all of the skills needed, allowing them to become first among equals, capable of leading others with prudent judgment.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725