

FRONTLINE LEADERSHIP ESSENTIALS PROGRAMME

Building confident frontline
leaders who drive ownership,
results and team success



PROGRAMME OVERVIEW

Why This Programme Matters

Many people are promoted into leadership because they are technically capable and high performing individual contributors. **But, succeeding as a leader requires a completely different skillset.**

New leaders are suddenly expected to set direction, build accountability, coach performance, manage difficult conversations and lead teams through challenging times, often with little formal development or support.

The Frontline Leadership Essentials Programme provides practical leadership tools and frameworks that help leaders build the confidence, capability and skills to lead people credibly and effectively.



Who It's For

The programme is designed for:

- New and emerging leaders
- Team leaders and supervisors
- People leaders in their first few years of leadership
- Managers wanting to strengthen their leadership fundamentals
- Organisations looking to build frontline leadership capability

The programme is suitable across all industries and sectors and provides practical leadership skills that can be immediately applied in the workplace.



How the Programme Works

Participants learn with Robin Davies, an **experienced business leader, HR executive and leadership facilitator** who brings extensive experience leading teams and developing leaders across a range of organisations.

The programme is delivered over time so participants can build new leadership habits as they go. It includes:

- Six interactive 2.5-hour workshops, delivered monthly over six months
- Five self-directed catch-ups between workshops
- Practical leadership tools, templates and resources
- Workplace application activities to embed learning

PROGRAMME CONTENT

Module 1: Foundations of Great Leadership

- Successfully transition from individual contributor to leader while building the mindset, confidence and habits needed to lead people effectively.

Module 2: Driving Accountability and Performance

- Set clear priorities, delegate effectively, and create accountability through effective one-on-ones and performance conversations.

Module 3: Coaching Your Team for Growth

- Use practical coaching skills and frameworks to build capability, encourage ownership and improve individual and team performance.

Module 4: Tough Conversations and Developing Talent

- Deliver feedback with confidence, navigate challenging conversations, and support employee growth and development.

Module 5: Building Effective and Engaged Teams

- Run productive meetings, align teams around shared goals, and keep people engaged through change and pressure.

Module 6: Leading Inclusive Team Cultures

- Lead diverse teams, foster inclusion and belonging, and create a culture where everyone can perform at their best.



BENEFITS AND OUTCOMES

Benefits For Attendees

By the end of the programme participants will be able to:

- Transition successfully from individual contributor to people leader.
- Set clear goals, expectations and accountability within teams.
- Prioritise effectively and delegate work with confidence.
- Lead coaching, feedback and difficult conversations effectively.
- Run effective team meetings and build team alignment in challenging times
- Build engaged, inclusive and high-performing team environments.

Benefits For Organisations

Organisations benefit from stronger frontline leaders who are equipped with the practical skills, tools and confidence to lead people effectively from day one.

Capable leaders improve team performance and results by setting clear expectations and fostering ownership within their teams.

Leaders who can coach, support and develop their people help build workforce capability, improve retention and reduce the loss of key talent.

Effective frontline leaders also create positive team environments and a stronger pipeline of future leaders, supporting succession planning and long-term organisational success.

Feedback from my Leadership Programmes

“Practical frameworks, memorable acronyms, and clear visualisations made the content easy to apply day-to-day, while the peer connections created accountability and ongoing momentum between sessions.”

Cassie Broughton, Assistant Financial Controller, Chorus

“Robin was wonderful! A wealth of knowledge and experience that she clearly loves to share with others. A truly supportive person keen to help others learn and thrive!”

Kim Sole, Northern Creative Manager, MediaWorks

“What really worked for me was your mix of insights backed by evidence with real life examples woven through, and of course then application into one’s teams! Pai mahi!”

Leadership Programme Attendee, Auckland Council



ABOUT THE FACILITATOR

Robin Davies

- Robin brings a unique blend of commercial and people expertise along with 20 years' leadership experience, giving her strong credibility with leaders at all levels.
- An accountant by background before following her heart into HR, **she has held a range of leadership positions at EY, Lion, Fonterra, Mercury and Stuff**, from her first leadership roles as Financial Controller to executive level responsibilities including as HR Director.
- **Robin has led teams of up to 150 people across a range of functions** including Finance, Sales and People & Culture so understands the practical realities of frontline leadership.
- **She is an internationally qualified coach and experienced leadership** facilitator with a strong reputation for delivering engaging, practical and highly relevant programmes.
- **Robin has developed and delivered leadership programmes for a range organisations across New Zealand** including Arvida Group, Ballance Agri-Nutrients, Buddle Findlay, Chorus, Fire and Emergency NZ, Kiwi Property, MediaWorks and Zespri International.



FURTHER DETAILS

In-house, flexible delivery

The Frontline Leadership Essentials Programme is designed to be delivered in-house and is highly flexible to suit your needs.

Whether you are developing new team leaders, building leadership capability across a business unit, or investing in your future leadership pipeline, Robin can work with you to create the right solution.

The programme can be delivered face-to-face, online or in a blended format depending on your location and budget.

Cohorts of up to 12 participants are ideal for maximising interaction, discussion and learning, although larger groups can be accommodated where required.

Tailored to your organisation

Content can be tailored to reflect your organisation's goals, challenges and context, with relevant case studies and scenarios incorporated throughout.

The programme timing can commence any time to align with your priorities and business cycles.

Participants receive a comprehensive programme workbook containing the key frameworks, tools and templates covered in the programme.

Robin works directly with organisations to design the right cohort structure, delivery approach and implementation plan to ensure the programme delivers meaningful and lasting impact.

NEXT STEPS

To discuss how the programme could work in your organisation, please contact Robin using the details below.

Get in Touch!



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