

# Frontline Manager

## Transformation Program

### Fragile to Fearless

with Lez Moore



As a frontline leadership mindset coach who has spent 20+ years in Nursing and Aged Care management, I have helped many disengaged frontline managers regain control by mastering self-awareness, getting laser-focused, and full of confidence in less than 60 days. This has dramatically reduced the frustration and pressure on senior leaders, giving them back some extra hours to focus on the operational aspects of their role.

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#### We cover these three key areas in our program:

1. **FOCUS** - We unpack what's holding you back and then reprogram a whole new identity around focus and what that is, what that looks like and why it's essential!
2. **CONFIDENCE** - On the back of finding your focus in step 1, we look at how confidence is created directly from this re-focus and mindset shift. It's the time to establish and nurture self-belief and self-confidence and gain control.
3. **SATISFACTION** - Work, Health, and Life balance will directly result from succeeding at steps 1 and 2! Once the focus is dialled in, and the confidence level is at a new high, our mindset around work, health and life begins to reflect our mindset transformation.

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#### Who Am I? - (Weeks 1)

- *Let's learn why we do the things we do...*

If you don't know why you do certain things or behave in specific ways, you will never grow and get better. You will struggle and continue to make the same mistakes which will forever hold you back from achieving the goal or outcome you want.

Our first week is about understanding why we do what we do and how this impacts us physically and emotionally.

We have clients achieve significant breakthroughs during their 1st session and return to their roles more positively and ready to make a huge difference.

## **Focus - (Weeks 2 - 4)**

- ***Where's my head at, and what are my priorities?***

If you don't get your focus right from the start, you increase the risks of getting caught up and focused on the wrong things, wondering why you can't get things done! The workload is too much! Creating overwhelm and heading down a slippery slope to burnout.

Finding your focus is all about clearing your mind, clearing all that noise, all those distractions inhibiting your ability to focus on what's most important to you and your role to succeed and perform at your best.

We will unpack your current focus and analyse every part of it, from top to bottom.

When you find your focus:

- You will be able to zero in on your role objectives.
- Think and communicate more clearly.
- Have fewer distractions and create more time.
- You will regain joy in your work.

- ***Self Awareness and Why It Matters***

Without self-awareness, you're doomed to repeat your mistakes for the rest of your working life.

Most of us have a good chance of figuring out what makes a friend or family member tick, but we find it much more challenging to develop the same understanding of ourselves.

Mastering self-awareness means that you know yourself. You understand your habits, likes, dislikes, how you view the world, and your needs. You know what you want and have an understanding of your emotional responses.

Together we will unpack and review the eight keys to unlocking your self-awareness:

## Self-Awareness Model



1. Humility
2. Beliefs
3. Mindset
4. Weakness
5. Attitude
6. Values
7. Motivation
8. Strengths

Having self-awareness doesn't solve all of your challenges in the workplace, but it gives you an accurate starting point and allows you to develop a game plan for solutions.

The self-aware frontline manager has the advantage:

- When it comes to connecting and relating to their team.
- When they communicate, others listen.
- They don't react and get emotional; they think strategically.
- They will identify and grow individuals into better leaders.

- ***Understanding the power of influence***

Being a successful frontline manager starts with establishing and maintaining trust. If you're unable to influence those within your team, you won't be able to connect or relate to them effectively. This will lead to terrible communication and uncoordinated teamwork. And if this happens, it's a recipe for disaster.

You need to become influential so you can produce the desired effects on the actions, behaviours, and opinions of others.

As you grow and learn, you must evaluate how the people around you impact you. During the first two weeks, we'll use these eight essential areas of influence to find your growth areas and help you improve.



1. Be consistent
2. Inspire others
3. Be personable and approachable
4. Participate dont spectate
5. Show humility
6. Earn respect
7. Listen to your team
8. Build Trust:

The frontline manager has built the foundation to tackle and master the next 4 weeks. The impact of a combination of self-awareness and influence on the frontline manager is apparent only one month into the program.

The frontline manager is now connecting with their team to build better relationships. Their communication and what they say are now being listened to, and they are no longer reacting and getting emotional.

This has led to a shift in the team morale and dynamics, the staff are now trusting and respecting their frontline manager because their perspective has shifted.

There is a new strategic approach without all the distraction and frustration.

The frontline manager is now focused and ready to take action in the next 4 weeks of the program.

## **Confidence - (Weeks 5 and 6)**

- ***How is my self-belief, and what am I worried about?***

If you want to be a frontline manager and lead a team, there's one thing you must have: belief in yourself. If you keep doubting everything you do and spend way too long making decisions, it'll stress you out and eventually burn you out.

The coach will uncover what the frontline manager believes about themselves and their potential, then set them up for success by helping them create new mental frames or pictures for approaching challenges and creating a plan for action that includes specific strategies to make those beliefs work.

At the end of the day, confident employees make good teammates. They're more likely to be a positive contributor in the workplace, more productive, and better motivators. They also set great examples for others and make your clients happy.

- ***Why do I think the way I do, and can I change that?***

I'm sure you sometimes feel stuck in the same mindset, and your thoughts just aren't going anywhere. Wouldn't you like to be more productive?

You can change the way you think with reframing!

Reframing is a process of changing how you see things and then expressing them differently - it's a psychological shift from your old way of thinking to a new and improved way of thinking.

We get so caught up in the 'old way' of doing that we have trouble seeing other options. Having the ability to change how you perceive things will ensure you don't get overwhelmed, stressed or burned out.

## **Satisfaction and Celebration - (Weeks 7 and 8)**

- ***What drives me to be a great frontline manager?***

Now it's time to design, layout and deliver the ultimate frontline manager role and what that looks like on paper!

This is all about the frontline manager unpacking their role and putting it back together in a way that fits perfectly with who they are and how they want to lead.

This is an amazing session because the frontline manager gets the opportunity to design and build the exact type of manager they want to be, not just for themselves but for the entire team and company. An absolute win win!

Our ultimate goal in any role is to love what we do and love coming to work, but unfortunately, the stats tell us otherwise. More than 70% of us hate our work, which is alarming.

Frontline managers play a huge part in ensuring that the workplace culture is one that staff love and want to be part of.

- ***Time to celebrate where we are now and respect where we've been.***

The client and coach will celebrate the wins and design a plan for the next six months and beyond.

The frontline manager has worked very hard over the last eight weeks and deserves to celebrate the success and how far they have come.

## **Schedule:**

8 One-on-one Zoom Calls (**week 1 - 2 hrs and each subsequent session 1 hr**)

- Who Am I? *Let's learn why we do the things we do...2hrs*
- Focus - (**Weeks 2 - 4**)  
*Where's my head at, and what are my priorities?*
- *Self Awareness and Why It Matters, Understanding the power of influence.*
- Confidence - (**Weeks 5 and 6**) *How is my self-belief, and what am I worried about? Why do I think the way I do, and can I change that?*
- Satisfaction and Celebration - (**Weeks 7 and 8**)
- *What drives me to be a great frontline manager? Time to celebrate where we are now and respect where we've been.*

## **Bonuses:**

- 2 hr Behavioural profile coaching discussion (RRP \$900.00)
- Lifetime access to the online course - Fearless Frontline Manager (RRP \$299)
- 24 hr access to a private coaching platform specifically for the client
- Join a community platform for frontline managers (optional)

- Email access / Direct Message access to Lez on the coaching platform ensuring all questions are sorted quickly.
- opportunity to remain part of the community of managers to ensure you remain focused and taking action.

### **Deliverables:**

- Each client will have a personally designed program that focuses on their own needs to ensure we meet their personal and professional goals. The fundamentals are the same, but the content and context will be very specialised to the client.

**Your Investment: Ranges \$1,950 - \$2500**

### **Client Success Stories:**

**(Check all client video testimonials on linkedIn link below)**

**<https://www.linkedin.com/in/lezmoore/>**



#### **Rebecca W - Senior Area Manager**

I worked with Lez to become a better leader and grow my own leadership skills. I gained so much from the coaching experience that I wanted my team to benefit from the same leadership mentoring that I had gained. I can't recommend Lez and his program enough. The knowledge and growth for my role and as a manager navigating Aged Care and the continual changes has been incredible,

As a leader, you are only as strong as your team. The program has enabled them to re-engage and become a great team. I now have a more productive team and a happy environment because of Lez's coaching and mentoring. This program is worth its weight in gold; I would have paid 3x as much!



#### **Nicole Z - Client Liason Manager**

Lez helped me get through a difficult period at work, things were changing rapidly and I was stressed and overwhelmed. Lez showed me how to reframe my perspective and introduced me to self awareness. This was a game changer for me and my outlook. I've never looked back since. The straightforward answer "the world is my oyster", and "I believe I can be anything I want to be now" Thanks Lez.



#### **Bronwyn S - Clinical Care Maanager**

My self-confidence was very low when i started with Lez. I was concerned about what others thought about my skills and my management. I always doubted my decision-making. I now have way more confidence and belief in myself, I'm good at what I do. I now back my decisions, and I'm not afraid to ask for help if

needed. I don't have to take on everything or get everything done. I'm no longer overwhelmed. I'm in control. I love my role now more than ever!

### **Sheryl M - Residential Manager**



I have worked closely with Lez over the last few years, and he has dramatically impacted my leadership development and quality. He is very easy to work with and always makes you comfortable. His ability to understand and unpack an individual's leadership needs in the aged care industry is uncanny. Due to Lez's coaching and mentoring skills, I have improved my confidence to lead others, and I'm now more decisive. I have completed many leadership training programs over the years, and I can tell you that Lez's is right up there with the best. If you are looking for leadership coaching for a manager or the entire team, I recommend you reach out to Lez for a chat; you will not be disappointed.

### **Jarmilla C - State Manager**



Working with Lez was a fantastic experience. I found him to be the ultimate professional with an exceptional understanding of people management, especially in the aged care sector. With his many years of experience in senior management and clinical roles, he could easily build relationships with my team and get manager buy-in from the outset. One of my managers stated, "I am so happy with Lez's coaching; I have never felt so energised. His techniques are not only working for me but also my team."

I was really impressed with Lez's depth of understanding and knowledge of the industry. He has an extensive background in aged care and can give excellent advice about management, coaching and leadership.

His ability to coach and mentor our team of managers was first-class.

If you're a Senior Leader or Organisation who is looking into leadership training for your managers I highly recommend you chat with Lez. Jarmilla.

### **Laila S - Clinical Care Manager**



I struggled with work-life balance, I had difficulty finding clarity and focus in my role. My self-belief was very low and this reduced my confidence. I struggled to have people look up to me. I now have staff telling me they feel empowered because of me. I feel like a leader who makes a difference in my team. I'm now having a positive impact on the staff, and they are feeling supported and empowered through my leadership. I'm now 10 out of 10 Laila!

### **Natalie O - Care Manager**



I heard that Lez had done great work with others and I thought this could help me. I was feeling down on myself, lacked confidence in the role, constantly questioned myself and wouldn't make any decisions. I now feel great, more



confident, and not questioning myself. I have become more confident as a person. This has been great for me, and I believe there are other people in our industry who could do with this program. Lez didnt only make my work better, he also changed my life.

To ensure 2023 starts out well book your free 30 min coaching review with Lez - click the link [https://calendly.com/lez\\_moore/30min](https://calendly.com/lez_moore/30min)

Cheers Lez.