

WE OWN IT! THE ACCOUNTABLE FRONTLINE MANAGER (FLM)

BY ELITE INDIGO



Hands-on workshop using team activities and workplace simulations. Builds practical skills, team connection, and shift pride. No jargon, just instant application.



www.eliteindigo.com



khenghuat.koay@gmail.com



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WE OWN IT! The Accountable Frontline Manager (FLM)

• Program Overview

Operation Specialists (OS) are the backbone of Intel's Assembly Test Manufacturing operations. Their role requires speed, precision, adaptability—and above all—strong teamwork. Yet many OS teams face daily challenges:

- Communication breakdowns during handovers
- Low motivation during tough shifts
- Unclear team expectations
- Struggles with personal accountability

In today's manufacturing landscape, being an OS is no longer just about "doing your part." It's about owning your shift—taking personal responsibility not only for tasks, but also for the energy, communication, and trust you bring to the floor. This immersive, activity-driven 1-day program is designed to help Operation Specialists develop the mindset, behaviors, and support systems to strengthen team dynamics and take ownership of their role. Participants will walk away not only understanding what great shift behavior looks like—but also knowing how to model it every day.

• Learning Objectives

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

- Shift from "just doing my job" to actively contributing to a strong, reliable team culture
- Communicate clearly and respectfully using the 3Cs (Clarity, Consistency, Connection) to support peers and FLMs with positive, proactive behavior that builds trust
- Give and receive feedback in a simple, respectful way that energizes team morale
- Apply all learning in a high-pressure team simulation, reflecting real shift challenges

• Duration

One(1) Full-Day Workshop;



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• Course Schedule

TIME	DESCRIPTION
09:00–09:30	Welcome & Why “WE OWN IT” Matters Now <ul style="list-style-type: none"> • What's really expected of FLMs today? • Explore common accountability challenges • Set intention to lead by example Activity: Card Sort + Intention Wall
09:30–10:30	Module 1: From Responsibility to Ownership <ul style="list-style-type: none"> • Understand the shift from task to ownership • Recognize common behaviour traps (blame, excuse, denial) • Explore how attitude and example set culture Activity: Dancing Guy Video & Team Debrief
10:30–10:45	TEA BREAK
10:45–11:45	Module 2: Delegation That Builds Accountability <ul style="list-style-type: none"> • Why delegating well builds stronger teams • Practice the simplified 7-Step Delegation Framework • Micro vs macro-management: when to support vs when to let go Activity: Delegation Card Game
11:45–13:00	Module 3: Decision-Making with Accountability <ul style="list-style-type: none"> • Use the Eisenhower Matrix for urgent vs important decisions • Apply the 80/20 (Pareto) principle to manage focus • Prioritize for team efficiency and performance Activity: Energy Waster Audit & Shift Priority Game



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TIME	DESCRIPTION
13:00-14:00	LUNCH BREAK
14:00-15:00	Module 4: Feedback That Builds Ownership <ul style="list-style-type: none"> Shift from judgment to growth conversations Use a simple “Describe–Impact–Ask” model for safe feedback Practice feedback that builds team morale Activity: Feedforward Fishbowl & Video Reflection (e.g. Death Crawl)
15:00-15:15	TEA BREAK
15:15-16:30	Grand Finale: Real-World Simulation – Journey to the West <ul style="list-style-type: none"> Put all learnings into practice under pressure Handle realistic FLM challenges in teams Practice ownership, clarity, and peer coaching in real time Activity: Team Scenario Simulation
16:30-17:00	Commitment & “WE OWN IT” Declaration <ul style="list-style-type: none"> Personal reflection and takeaways Appreciation In Action • Declare “We Own It” Leadership Actions Activity: Commitment Card & Photo Wall





ABOUT ELITE INDIGO

We are dedicated to empowering businesses to achieve their full potential. With a team of seasoned professionals and a wealth of industry experience, we offer tailored consulting services to help organizations overcome challenges and seize opportunities.

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TEAMBUILDING

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