Training proposal

Frontline Leaders: a leadership program for Coastal Freight's 40 shift supervisors, April to July 2027.

CREATED BY

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Why this program

What you told us

Most of your 40 shift supervisors were promoted from the floor for being good at the job, not for leading people. Turnover in their teams is 31% a year, and exit interviews point to the supervisor as the main reason.

What the program will do

Give every supervisor the skills to run a shift handover, give feedback, handle conflict and coach a new starter, practised on real situations from your depots.

How we will know it worked

Supervisors' 360-degree feedback scores, team turnover and safety incidents, measured before the program and three months after it.

Outcomes

Lower turnover

Target: from 31% to under 22%

Confident leaders

Feedback and coaching every week

Safer shifts

Better handovers between teams

The program in numbers

Built around your rosters, so no shift runs short.

40

Supervisors

Four cohorts of ten

8

Workshop days

Two per cohort

80

Coaching sessions

Two per supervisor

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Program outline

Four modules over two workshop days, each followed by practice on shift and a coaching session.

MODULE	WHAT SUPERVISORS LEARN	PRACTICE ON SHIFT
1. Leading the shift	Running a handover and a five-minute team brief	Lead three handovers with the checklist
2. Feedback that lands	Giving praise and correction the same day, in plain words	Give one piece of feedback a day
3. Handling conflict	Calming a dispute and agreeing what happens next	Use the conversation plan once
4. Coaching new starters	Teaching a task and checking it was learned	Coach one new starter through a task

How we teach

Small groups

Ten supervisors per cohort, mixed across depots.

Real situations

Role plays built from your incidents and exit interviews.

Coaching between sessions

Two one-to-one calls to apply the skills on shift.

Measured results

360-degree feedback before and three months after.

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Schedule

Workshops on Tuesdays and Wednesdays, when depot volumes are lowest.

MARCH
Needs analysis
Interviews and survey.

APRIL
Cohorts 1–2
Botany and Wetherill Park.

MAY
Cohorts 3–4
Erskine Park and Moorebank.

JUNE
Coaching
Two sessions each.

JULY
Evaluation
Report to executives.

Investment

For 40 participants, in Australian dollars. GST applies to all training services.

#	ITEM	QTY	PRICE	DISC.	TAX	TOTAL
	Design					
1	**Training needs analysis** Code: TNA Interviews with 12 managers and supervisors, a survey of all 40 participants and a review of your engagement results.	1 fixed fee	$4,800.00	–	10%	$5,280.00
2	**Program design and materials** Code: DES Four modules built around your sites, rosters and safety rules, with your own scenarios.	1 fixed fee	$7,500.00	–	10%	$8,250.00
					Subtotal: Design	**$13,530.00**
	Delivery					
3	**Workshop days, facilitated on site** Code: WKS Cohorts: 4 cohorts of 10, two days each	8 days	$4,200.00	–	10%	$36,960.00
4	**Participant workbooks and tools** Code: WBK	40 participants	$65.00	–	10%	$2,860.00
5	**One-to-one coaching, 45 minutes** Code: COA Per participant: 2 sessions, after each workshop day	80 sessions	$180.00	–	10%	$15,840.00
6	**Evaluation and final report** Code: EVL 360-degree feedback before and after, and a report.	1 fixed fee	$3,200.00	–	10%	$3,520.00
					Subtotal: Delivery	**$59,180.00**

Subtotal	$66,100.00
GST 10%	$6,610.00
Total	**$72,710.00**

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Terms

1. Payment

1.1 30% on signing, 40% after the first two cohorts, 30% on the final report, each within 14 days.

2. Rescheduling

2.1 Workshop days can be moved free of charge with 10 working days' notice.

3. Venue

3.1 You provide a training room at each depot for 10 people, with a screen and a whiteboard.

4. Materials

4.1 Workbooks and tools are licensed to Coastal Freight for internal use with future supervisors.

5. Confidentiality

5.1 What supervisors say in coaching stays between them and the coach. You receive group results only.

6. Validity

6.1 This proposal is valid until 4 Mar 2027.

Agreed

Signed for Coastal Freight Logistics and Harbourline Learning.

FOR COASTAL FREIGHT

_____

SIGNATURE

Coastal Freight Logistics Pty Ltd

Name: _____

Date: ____ / ____ / _____

FOR HARBOURLINE

_____

SIGNATURE

Harbourline Learning Pty Ltd

Name: _____

Date: ____ / ____ / _____

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