

FRONTLINE LEADERSHIP

Do you have new leaders promoted frequently?
Or tenured leaders need better “human skills”?
Do the expectations of leader roles need clarifying?

WHAT IS IT

This flexible, multi-module program provides new and current leaders with a practical toolkit to become the leaders their employees need. It equips leaders with the needed skills to create environments that foster employee engagement and improve employee performance.

Program attendees will be able to:

- Articulate the skills, behaviors, and attitudes needed for effective leadership in their organization
- Understand the psychology of employee engagement
- Utilize the appropriate tools from their newly built toolkit to communicate effectively, reduce conflict, improve employee performance, manage change, and enhance team effectiveness

WHO BENEFITS

Leaders of people in a supervisory role. The ideal audience is first-time or newly promoted leaders, however, more seasoned leaders without prior formal training will also benefit.

Each Module is 2 hours and can be delivered in person or virtually.

The Role of the Leader

The important role leaders play in the success of the organization is examined. Their role in comparison to other levels of leaders is clarified.

Understanding Personalities

How an individual's style affects their communication, decision-making, and delegation skills is examined.

Engaging and Empowering Employees

The factors that impact employee engagement are outlined so leaders can align their behaviors and actions.

Communication Effectiveness

The core communication skills of listening, non-verbal communication, and clear writing are vital to improving interpersonal relationships are examined and practiced.

Managing Change

Front-line leaders communicate changes made by upper management. Tactics to communicate positively and prepare for employees' reactions are introduced.

Managing Performance

Delegating work, providing clear direction, and setting achievable goals are discussed.

Performance Feedback

Behaviors for effective coaching and feedback conversation are presented.

Moving from Conflict to Collaboration

Conflict is a natural part of work. Clear strategies and techniques for effectively managing conflict between individuals and teams are provided.