



The Purpose of the Program:

This program is focused on helping leaders make a successful transition to the role of Front Line Leader. It is designed to help leaders gain insights into their leadership behaviours and learn how to help others realize their full potential. Leaders will gain a better understanding of the alignment between their role as a leader and the overall goals and commitments of the company.

The Deliverables

The deliverables of the program for the leader participants are:

1. Understand what leadership means for you, your team and your company
2. Understand your leadership tendencies and what you might enhance
3. Raise self-awareness, learn emotional regulation and hone social awareness
4. Build confidence in leadership skills
5. Optimize your work group's performance and improve its engagement
6. Learn Diagnostic Skills for the team's development level
7. Learn to give and utilize effective feedback
8. Preempt and manage conflict in your team
9. Understand the challenges and opportunities of change
10. Continuously enhance your communication effectiveness and relationship management

The Approach

The format of this program has been carefully designed to set each participant up for success in their leadership journey. The program includes 22.5 – 24 hours (depending on format) of group learning sessions, 1.5 hours for the introductory webinar, 3 hours of personal coaching, and personal reflection between classroom training broken down as follows:

1. Introductory webinar:
 - a. Provides an overview of what the participants can expect from the program
 - b. Demonstrates how to use the website including the 360-degree feedback
 - c. Will be recorded and shared with those who missed the session
2. Classroom or virtual modules include a combination of:
 - a. Theory provided by the facilitators
 - b. Discussion as a large group as well as smaller groups
 - c. Experiential learning exercises
 - d. Real plays as opposed to role plays
 - e. Classroom - 3 full-day classes are delivered approximately one month apart.
 - f. Virtual – each module is broken down into 4- 2-hour virtual workshops with a break of 1 – 2 weeks between modules
 - g. Note: In-class exercises will change depending on the participant demographics as well as the topics that resonate with the participants
3. Individual Coaching:
 - a. Coaching is completely confidential between the Coach and the Client
 - b. Will be conducted in person, virtually or via phone
 - c. Each participant will have a one-hour coaching session after each of the 3 modules for a total of 3 hours of individual coaching.
4. Feedback from a 360-degree assessment tool:
 - a. Feedback is provided by the Supervisor, direct reports and the participants themselves
 - b. A written report is compiled on the feedback and shared with the participant



FrontLine Leadership 2.0

5. Assignments and reflection:

- a. In between each module, participants will be required to do some reflection on their leadership attributes in line with the theory learned in class
- b. Assignments will be given that integrate learnings into everyday work life

The Program Contents

The program focuses on the participant leader in module 1, their team in module 2, and the organization in module 3. The details for each day include:

Module 1 Focusing on YOU	Module 2 Getting the best for your TEAM	Module 3 Getting results for the ORGANIZATION
<ul style="list-style-type: none">• Making the transition• Thinking about your thinking• What motivates YOU• Facilitating change in YOU• Listening effectively• Powerful questions• Emotional regulation	<ul style="list-style-type: none">• YOUR feedback results• Determining your TEAM's capabilities and needs• Applying appropriate leadership styles• Partnering for performance• Planning and measuring progress• Providing feedback that strengthens your TEAM	<ul style="list-style-type: none">• Relationships at work• Optimizing your team's performance• Communication: up, down and across• Effective meeting culture• Driving desired change• Balance

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