

FRONT LINE LEADERSHIP

OVERVIEW

Companies who put into action the techniques taught in this workshop promote and retain front line leaders who are ready, willing and able to motivate their teams to the highest level. These leaders choose their daily actions, knowing they affect the morale and productivity of those around them.

This engaging six-part series is designed to *build both confidence and competence* among new leaders. Its focus is on developing *basic leadership skills* that can grow as leaders progress through their careers. Participants focus on the *essential daily tasks* required to maximize the productivity, motivation and success of those under their leadership. Leaders are encouraged to differentiate between “getting work done” and “getting work done *through others*.” To encourage *maximum participation and partnership*, this series employs a mix of teaching methods including interactive group work, experiential activities, and video and focused discussion.

OUTCOMES

Upon completing all sessions, the participants will be able to:

- Recognize and adapt their leadership style to the styles of those they lead
- Motivate and communicate with all generations at work
- Communicate clearly to others
- Coach team members dynamically
- Accept the responsibilities of leadership
- Train others, ensuring the highest level of retention
- Create a motivating environment
- Recognize their strengths and capitalize upon them
- Motivate individuals using the most effective methods
- Recognize their weaknesses and develop methods that are more effective
- Involve others to maximize creativity and idea generation

TOPICS

The session outlines are as follows:

- I. Being a *Leader* and *Communicating* with Others
 - Characteristic of an effective leader
 - Leadership styles
 - Adapting to different work styles
 - Leadership style observation activity

- II. *Motivating* and *Involving* Others
 - Source of motivation
 - Ways to motivate
 - Questioning skills
 - Gathering good information

- III. *Communicating* with and *Leading* Different Generations
 - Generational Identities
 - Historical and Societal Influences
 - Work Ethics and Motivational Differences
 - Addressing Differences Daily

- IV. *Communicating Well* and *Giving Feedback*
 - Providing effective, on-going feedback
 - Paraphrasing, empathizing, and giving hard-to-hear feedback
 - Verbal and non-verbal communication skills
 - Active listening Components

- V. *Training* Others on the Job
 - Learning styles
 - Making it memorable
 - Delivering on-the-job training

- VI. *Growing as a Leader*
 - Review of skills
 - Planning future personal growth
 - Graduation ceremony and celebration

GENERAL INFORMATION

The series is offered in *six 4-hour* sessions. Enrollment is *limited to 20 participants* per series. Participants must commit to working with the skills between sessions.

TARGET AUDIENCE

-  Front Line Managers
-  Leads
-  New Leaders
-  Entry-level Supervisors