

Front Line Leadership

Today's modern organization requires managers to have essential skills that allow them to develop their team, communicate efficiently and effectively, and lead and manage improvement efforts. Unfortunately, most front line supervisors have been great "doers" which placed them in their management role. They often manage reactively rather than proactively. Our Front Line Leadership program is designed for individuals who are the daily decision makers and require the ability to: Challenge and motivate their team, execute more through great project/time management, communicate effectively and delegate when required, and exercise their authority with positive outcomes.

Course Content:

What does a Successful Leader Look Like?

- Why Develop Front Line Leaders?
- What does success look like?

Project/Time Management

- Time is Money
- Managing Schedules
- Managing Resources
- Prioritization and responding to change
- Setting SMART Goals

Authority — the weight of responsibility

- Who delegates the authority?
- Is conflict a positive thing?
- Authority versus accountability
- True Motivation
- Total Productivity

Communication

- Sending and receiving communication
- Barriers to understanding
- Communication Goals