



Front Line Leadership Training Program

Session One

Expectations of a Leader

- The leader's role in maximizing productivity, quality and safety while maximizing team member involvement.
- Understanding how leadership style and approach impacts both business results and team member satisfaction.
- Your role in the organization's leadership team and how managers and team leaders need to work together for success.

Leading by Example

- The shortage of great leaders.
- Characteristics of leaders, including a self-assessment of your leadership effectiveness.
- Getting feedback from your team on your leadership approach.
- How to lead by example.
- Creating a vision for your team to be more proactive and less reactive.
- Balancing leadership and friendship.
- Avoiding favoritism, building relationships with everyone on the team.
- Using documentation to capture observations, team member concerns and disciplinary actions.
- Why you should own your message with your team instead of blaming HR or Senior Management.

Session Two

Motivating and Engaging Employees

- Reflecting on when you were the most motivated and whether you are providing these opportunities to your team.
- How your beliefs about others influences their behavior and performance.



- How workgroup behavior and performance are a reflection of the leader.
- Motivational factors for younger workers.
- Motivating factors: The three most important actions a leader can do to create a motivational climate.
- How to stop demotivating and start being more motivational in your leadership actions

Session Three

Effective Communication

- Thinking before you speak – what you want to communicate.
- The impact of what you say, how you say it and your body language.
- How to be more persuasive and influential.
- How to communicate with your manager.
- Improving your listening skills.
- How to prepare for and conduct a challenging conversation.

Dealing with Different Personality Styles

- How to identify, understand and adapt your approach to be more effective with different personality styles.

Leading Change

- Why, as the leader, you need to buy into change first.
- Understanding resistance to change and how to overcome it.
- How change can be a positive motivator.
- How to simplify the change, encourage the team and make it easier to change.



Session Four

Coaching, Confronting and Correcting

- Choosing the best approach to raising the performance of your work group.
- Using coaching to close performance gaps.
- Addressing excuses to ensure accountability.
- Tips for effectively addressing unacceptable behavior and performance.

Leading in Conflict Situations

- How conflict, change and continuous improvement co-exist.
- Recognizing that most conflict is based on ignorance, or not understanding. How to educate yourself about the other person's position and educate them about your position.
- Mediating conflict between two team members.