



FRONT LINE LEADERSHIP WEBINAR

*A Comprehensive and Cost-Effective
Leadership Training Solution for
Supervisors, Team Leaders, Lead
Hands and Managers*





Front Line Leadership Webinar

Session 1: Expectations of a Front Line Leader

- Objective is to be consciously competent in your leadership role.
- The leader's role in balancing achieving required results while maximizing employee involvement.
- Your role in the organization's leadership team – why leaders often feel caught between expectations of management and getting results through their team.
- Creating a vision for your team to be more proactive and less reactive.
- Why you should own your message with your team instead of blaming HR or Senior Management.
- Balancing leadership and friendship.

Session 2: 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.
- Avoiding the leadership trap by getting employees to think for themselves and be accountable.

Session 3: 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.
- Tips for motivating employees.
- Motivating factors: The three most important actions a leader can do to create a motivational climate.
- Different types of motivation – fear, incentive and attitude.

Session 4: 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 improve communication with fellow leaders.
- How to communicate with your manager.
- Improving your listening skills.
- How to prepare for and conduct a challenging conversation.

Questions or to Register: Call 1-866-700-9043 x5 or email admin@uniquedevelopment.com



Session 5: 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 6: Correcting Unacceptable Behavior and Performance

- Understanding your role in the coaching, confronting and correcting process.
- Why it is important to say something when you see something.
- How to comment on a performance, safety or quality issue.
- How to address difficult situations and unacceptable behaviors.
- When to involve your supervisor or manager.

Session 7: Accountability, Empowerment and Training

- Why most employees rely on the leader to make every decision and solve every problem instead of being more self-sufficient.
- How to get employees to take ownership of their work by applying positive and corrective consequences.
- Six steps to more effective on-the-job training.

Session 8: Managing Conflict

- Recognizing that conflict is necessary and expected when implementing change.
- Understanding that conflict, change and continuous improvement often co-exist.
- Understanding your own conflict style and recognizing that different situations may require a different approach.
- Remaining constructive when dealing with passive or aggressive employees and peers.
- How to mediate conflict between two employees.