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.