



Front Line Leadership

2-Day Public Workshop

also offered virtually in 4 - 1/2 Day sessions

**For Supervisors,
Team Leaders, Managers and
Lead Hands**





Front Line Leadership Public Workshops

Upcoming dates and locations:

Current dates for in-person and virtually delivered sessions are listed on our website:

www.uniquedevelopment.com

Enroll 3 or more of your leaders and receive a multi-person discount.

This course can also be delivered on-site or virtually, exclusively for your team.

Why Front Line Leadership Training?

- Front line leaders are often promoted from within based on their strong technical skills.
- Without any formal leadership skills training, these front line leaders struggle with the transition from being a strong individual contributor to achieving results through their team.
- Supervisors, lead hands and team leaders play an important role in your overall leadership team and because they work along side the people they are expected to lead, this can cause challenges in balancing friendship and leadership.
- This program provides the tools these front line leaders need to be more effective and confident in their leadership role.

Course Content (2 day course – 14 hours (also offered virtually via 4 - ½ day sessions))

Expectations of a Front Line Leader

- Recognize that the leader needs to maintain both a focus on results and on involving their team to drive performance.
- Reflect on the leaders you've worked for and the characteristics that made your best leader so effective.
- Evaluate yourself using a self-assessment (done in class) on fifteen leadership behaviors/competencies.
- How to avoid the leadership trap in which your team members bombard you with questions, decision and problems they could be empowered to solve on their own.
- How to get your team started effectively at the beginning of their day.
- In a multi-shift environment, make shift handoffs more effective.



Leader's Vision

- How to transition from being reactive to being proactive so that you can achieve performance improvement in your team.
- Creating the sense in your team that you as the leader are working to make the department better.
- Clarifying how you would like your department to be in the future.
- The importance of explaining “why” when assigning work your team might resist or to get them to buy-in to the need to change.

Leading by Example

- Recognizing how your actions and behaviors set the example for your team.
- Ensuring that your words and actions are consistent.
- How to avoid perceptions of favoritism by applying rules consistently and giving your time, attention and work assignments equally across the team.
- How to balance leadership and friendship, especially when in transition from co-worker to leader.
- How to treat your team with respect and earn their trust and respect

Leadership Styles

- How your approach as the leader impacts both the performance of your team and their job satisfaction.
- Situational Leadership: When to strategically use a more direct style, a more easy-going style or a more detail-oriented or compliance style.
- In this session, we use an interactive activity to reveal how four leadership styles create different outcomes and satisfaction levels: Coach, Caretaker, Autocrat, Conformist.
- Focus on being more of a “coach” by clarifying expectations, involving your team and building on positives.

Motivating and Engaging Employees

- Reflecting on when you were the most motivated and whether you are providing these opportunities to your team.
- How to connect new team members to the department to increase retention.
- How your beliefs about others influences their behavior and performance.
- How workgroup behavior and performance are a reflection of the leader.
- Reasons employees don't perform and how to correct and prevent them.
- Motivating factors: The three most important actions a leader can do to create a motivational climate.
- Different types of motivation – fear, incentive and attitude.



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 correcting conversation.

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.

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 manager.

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.
- Equipping your team for success: Effective on-the-job training and coaching to build capability and confidence.



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.
- Understanding and dealing with defensive behavior in yourself and others.
- Remaining constructive when dealing with passive or aggressive employees and peers.
- How to mediate conflict between two employees.

Experienced Training Facilitation Team

Your people expect three things from a leadership instructor:

- A person who they can relate to – who speaks at their level and doesn't talk down to them.
- A person who has experience with the uniqueness of operations and gritty work environments.
- A person who is an engaging presenter that can inspire and motivate the team to be successful.

Our team of instructors get rave reviews and that means that you can be assured your training investment will be well spent whether the instructor is on-site or delivering from our virtual training studio.

If Many Training Programs Look the Same, What Makes Our Approach Unique?

Here is how we make sure that people apply what they learn:

1. Coaching Check-In Conversation with the Manager of the Participant: Each participant is expected to have a coaching check-in conversation with their manager following the training sessions. This makes sure that the manager supports the participant in applying their new leadership skills. We provide an outline of what to discuss.
2. Application Journals: To achieve accountability, each participant is required to submit at least two one-page summaries of what they have applied from the training. A copy of this goes to their manager/supervisor to assist with coaching.
3. Requirements for graduation – Each participant is expected to achieve the requirements for completion which include attendance, two application journals, and one coaching conversation with their manager.
4. Coaching by email is provided at no extra charge so participants can email questions to the instructor following the training.



Delivery Methods: We use a variety of teaching methods including assessment tools, video clips, in-session simulations, physical activities (tower building), case studies, live electronic polling, presentation, small group discussion and role plays.

Comprehensive Training Kit

Each participant will receive a Training Kit which includes a comprehensive workbook, an Insights and Application Journal booklet, pen/highlighter and a copy of *What Great Supervisors Know* and *Employees Not Doing What You Expect*. A graduation certificate is provided when the Application Journals are submitted.

Upcoming Public Workshop Schedule

Please consult our website for updated schedules.

Remember this course can also be delivered on-site or virtually, exclusively for your organization.

In person course runs from 9 AM to 4 PM each day. Virtual training from 10AM to 2PM Eastern each day.

We will confirm your registration by email within 2 business days.

Feel free to call us at 1-866-700-9043 x 5 or email admin@uniquedevelopment.com

Cancellations and substitutions: Once enrolled,
refunds are not permitted. Substitutions are welcome at any time.



Registration Information

Online: www.uniquedevelopment.com

Toll Free: 1-866-700-9043 x 5 Local: 226-777-0147 x 5 Fax 519-685-9043

Scan and Email to admin@uniquedevelopment.com

Participant Name(s):

Company Name:

Billing Address:

Phone Number:

Email Address for main contact:

Please choose:

Course Location (city or virtual): _____

Pay with US Funds

Pay with Canadian Funds

\$1,095 ea. for 1 or 2

\$1,250 + HST ea. for 1 or 2

\$995 ea. for 3 or more

\$1,135 + HST ea. for 3 or more

Payment Preference:

Invoice me

Credit Card: Visa M/C

Card # _____

Expiry Date: _____ **CSC:**

Name on Card: _____

Please list any dietary restrictions for participants: _____