



## **Front Line Leadership**

**5-day Course**

### **Outline**

Interested in improving your leadership abilities? Want to boost your confidence as a manager?

The practical and interactive *Front Line Leadership* course can help you gain the critical knowledge and skills you need to increase your confidence and competence as a leader.

Along with improving collaboration and teamwork, this course will help you efficiently align your team's performance with your organizational goals. Other key benefits of this program include: increased organizational knowledge sharing and learning, enhanced organizational effectiveness, improved customer service, reduced costs and greater quality of work.

### **Course Objectives**

At the end of this course, you will be able to:

- ◆ Recognize current leadership theories
- ◆ Analyse your approach to leadership.
- ◆ Identify key strategies for effectively engaging employees.
- ◆ Evaluate situations and use appropriate leadership models and techniques.
- ◆ Recognize the interpersonal behaviours and competencies of effective leaders.
- ◆ Identify your personal communication style.
- ◆ Apply effective communication concepts.
- ◆ Identify the characteristics of an effective team.
- ◆ Explain how to transform groups into teams.
- ◆ Distinguish how leaders navigate teams through difficult situations.
- ◆ Develop strategies to prevent and manage conflict.
- ◆ Define the change process and roles.
- ◆ Apply group problem-solving and decision-making processes to work-related challenges.
- ◆ Establish meaningful goals, objectives and strategies.
- ◆ Write an action plan to achieve goals.
- ◆ Empower employees
- ◆ Delegate tasks, responsibilities and accountabilities.
- ◆ Plan and manage effective team meetings.
- ◆ Apply Continuous Quality Improvement.
- ◆ Apply the four-step coaching model.
- ◆ Use effective feedback to improve performance.
- ◆ Recall practical guidelines for motivating a diverse workforce.
- ◆ Explain the role of workplace culture in recruitment and retention.
- ◆ Develop a personal action plan for continual learning and leadership development.

# Course Outline

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## ***Who Should Attend***

Team leaders who are new to the supervisory role, and experienced supervisors interested in refreshing their leadership skills.