

“ F R O N T L I N E L E A D E R S H I P V - 7 ”

This two-day course is designed for Supervisors and Managers in frontline leadership positions who want to improve their effectiveness leading others. Participants will learn the importance of communication, respect and involvement in building Teams. This course covers coaching behaviors, motivation skills, active listening, straight talk, personal styles, and Situational Leadership[®].

| Day One: Foundation Skills | Morning |
|---|----------------|
| 1. Agenda and Quiz | 8:00 — 8:15 |
| 2. Course Overview – Icebreaker - Introductions | 8:15 — 8:45 |
| 3. Working With Pat | 8:45 — 9:00 |
| 4. Preferences in the Workplace | 9:00 — 9:15 |
| 5. BREAK | 9:15 — 9:30 |
| 6. Personal Styles – DiSC | 9:30 — 10:10 |
| 7. Conflict and Styles | 10:10 — 10:30 |
| 8. BREAK | 10:30 — 10:45 |
| 9. Leadership – Power – The Challenge | 10:45 — 11:10 |
| 10. Foundation Skills | 11:10 — 11:40 |
| 11. Bottom Line Results | 11:40 — 11:50 |
| 12. Summary and Action Steps | 11:50 — 12:00 |

| Day One: Communication Skills | Afternoon |
|---|------------------|
| 1. Objectives Module Two | 1:00 — 1:10 |
| 2. Win As Much As You Can | 1:10 — 2:00 |
| 3. What is Communication | 2:00 — 2:15 |
| 4. Visual, Vocal and Verbal | 2:15 — 2:45 |
| 5. Fuzzy Words | 2:45 — 3:00 |
| 6. BREAK | 3:00 — 3:15 |
| 7. Active Listening: Levels of Response | 3:15 — 3:30 |
| 8. Active Listening: Response Styles | 3:30 — 3:45 |
| 9. Skills Practice | 3:45 — 4:00 |
| 10. Summary and Practice for Day-Two | 4:00 — 4:15 |

“ FRONTLINE LEADERSHIP V - 7 ”

| Day Two: Coaching Skills | Morning |
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| 1. Review of Day-One | 8:00 — 8:15 |
| 2. Workplace Change | 8:15 — 8:30 |
| 3. Generational Differences | 8:30 — 8:45 |
| 4. Resistance to Change | 8:45 — 9:30 |
| 5. BREAK | 9:30 — 9:40 |
| 6. “Speed Ball” Exercise (short version) | 9:40 — 9:50 |
| 7. Moments of High Influence | 9:50 — 10:00 |
| 8. Aligning to the Vision...S.M.A.R.T. Goals | 10:00 — 10:15 |
| 9. Managing and Prioritizing Your Time | 10:15 — 10:45 |
| 10. BREAK | 10:45 — 10:55 |
| 11. Performance Management | 10:55 — 11:05 |
| 12. Coaching and Feedback | 11:05 — 11:55 |
| 13. Summary and Action Items | 11:55 — 12:00 |

| Day Two: Team Skills | Afternoon |
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| 1. Objectives and Leadership Thoughts | 1:00 — 1:15 |
| 2. What is a TEAM...Video: The Team Meeting | 1:15 — 1:30 |
| 3. Forming-Storming-Norming-Performing | 1:30 — 1:45 |
| 4. Goose Sense | 1:45 — 1:50 |
| 5. BREAK | 1:50 — 2:00 |
| 6. Motivation: McGregor’s Theory “X” and “Y” | 2:00 — 2:15 |
| 7. Observations...Effective and Ineffective Managers | 2:15 — 2:30 |
| 8. Motivation: Maslow’s Hierarchy of Needs | 2:30 — 2:45 |
| 9. When Needs Are Not Met | 2:45 — 3:00 |
| 10. BREAK | 3:00 — 3:10 |
| 11. Situational Leadership® | 3:10 — 3:30 |
| 12. Practice: Situational Responses | 3:30 — 3:45 |
| 13. Summary and Action Notes | 3:45 — 4:00 |
| 14. Evaluations and Diplomas | 4:00 — 4:15 |