

“ FRONTLINE LEADERSHIP 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

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Day Two: Coaching Skills	Morning
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
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