



## *The Front Line Leader*

This two-day course is designed for Supervisors and first level Managers in leadership positions wanting to improve their effectiveness dealing with others. Participants will learn the importance of creating a team foundation through communication and involvement. This course covers coaching behaviors, motivation skills, active listening, straight talk, personal styles, and Situational Leadership®.

<b>Day One</b>	
<b>Building the Foundation:</b> Overview and Introductions	8:00 — 8:30
Managerial Questionnaire	8:30 — 9:00
Discussion: "Isn't It a Shame?"	9:00 — 9:20
Observations on Leadership	9:20 — 9:30
Break	9:30 — 9:45
Motivation and Theory "Y"	9:45 — 10:30
Break	10:30 — 10:45
Building the Foundation	10:45 — 11:25
Core Skills Exercise	10:25 — 11:45
Summary and Action Steps	11:45 — 12:00

Lunch	12:00 — 1:00
<b>Communicating with Understanding:</b> Overview and Objectives	1:00 — 1:05
Exercise "Win As Much As You Can"	1:05 — 1:45
What is Communication	1:45 — 2:00
Its More than Words: Visual, Vocal, Verbal Understanding the complexity of communication	2:00 — 2:30
Break	2:30 — 2:45
Active Listening	2:45 — 2:50
Team Communication Exercise "Snowbound"	2:50 — 3:15
Levels of Communication	3:15 — 3:30
Listening Response Styles	3:30 — 3:45
Exercise: Listening Responses	3:45 — 4:10
Summary and Action Steps	4:10 — 4:20



<b>Day Two</b>	
<b>Creating Purpose and Direction:</b> Review of Day One...Overview Day Two	8:00 - 8:15
Individual Change	8:15 - 8:30
Coercion and Rationality	8:30 - 8:40
Resistance to Change	8:40 - 8:50
Change Leaders	8:50 - 9:20
True North	9:20 - 9:30
Break	9:30 - 9:45
Skills Exercise: Speed Ball	9:45 - 10:10
Planning and Prioritization	10:10 - 10:40
Management 2000 Quiz	10:40 - 10:55
Engaging Others: Straight Talk and Feedback	10:55 - 11:15
Managing Emotions: Empathetic Statements	11:15 - 11:25
Exercise	11:25 - 11:40
A Formal Coaching Planner	11:40 - 11:50
Summary and Action Items	11:50 - 12:00
Lunch	12:00 - 1:00
<b>Working Effectively with Others:</b> Overview and Objectives	1:00 — 1:05
Quotes and Comments: Motivation	1:05 — 1:20
Where Do We Go Wrong	1:20 — 1:40
Exercise: Coaching	1:40 — 2:10
Break	2:10 — 2:20
Understanding Personal Styles	2:20 — 2:40
Exercise: Understanding Strengths and Weaknesses	2:40 — 3:00
Break	3:00 — 3:10
Situational Leadership®	3:10 — 3:30
Practice: Situation Response	3:30 — 4:00
Summary and Action Notes	4:00 — 4:15
Overview: Action Planner	4:15 — 4:30