



## Frontline Supervisors Leadership Program 24 hours

Frontline Supervisors Leadership Program is a program designed to give managers the tools they need to be a successful leader in their teams and organization. It provides individuals with the skills needed to obtain a truly rewarding career as a leader.

### **After All, You're the Supervisor (4 hrs)**

This kick-off session will introduce participants to the roles, responsibilities and qualities demonstrated by effective leaders regardless of their position. This class and subsequent offerings will incorporate many of the research findings of nationally and internationally recognized training developers and facilitators.

The objectives of this first class are to have participants able to:

- Manage the transition to the supervisory role.
- Outline actions to build credibility.
- Identify strategies to tap into the commitment of others.
- Create a clear connection between departmental and organizational goals to increase work group commitment.
- Plan for conversations to build constructive relationships with their own managers and gain managerial support.

### **Employing the Law Defensively (4 hrs)**

Today's managers find themselves frequently making decisions that may or may not have legal implications for their organizations. This workshop will look at the day-to-day employment related decisions and actions and focus on how to manage in a legally responsible manner.

At the end of this session participants will be able to:

- Articulate the essential rules of all major employment law
- Understand wage and hour compliance laws
- Understand sexual and other types of harassment
- Manage performance, feedback, appraisal and discipline
- Make sound legal employment decisions

### **Instant Insight Teambuilding (4 hrs)**

This workshop is based on my latest book, *Instant Insight: 15 Questions to Great Relationships*. The workshop begins with a discussion about the ways in which an effective team is like a jigsaw puzzle. Following that opening exercise, we begin the 15 Instant Insight questions. Participants work through 15 questions with a variety of interactive exercises. Knowing each team member's answer to these questions gives all participants the ability to persuade, motivate, teach, coach, and work with just about anyone.

Topics covered include:

- Preferred learning style
- Recognition style
- Prime working time
- Pet peeves
- Persuasive arguments
- Motivators
- Detail-level for conversations among others.

For team members who have already worked together, these activities provide a non-awkward way of discussing “elephants in the room” which may have impacted teamwork and communication negatively in the past, and for new members, it eases assimilation. There follows a Role Play activity in which participants analyze the self-adopted roles each person assigns themselves on a team, such as cheerleader, strategist, devil's advocate, etc. We discuss how those roles are helpful to a team and also what misperceptions can occur because of them. Another activity which complements this discussion is called Color Me Communication, in which participants self-assess their own communication style and see how that style can be perceived (both good and bad) by others. As part of these activities, participants learn a simple, legally-defensible way of providing feedback (both good and constructive) and a good way to start a discussion about awkward situations.

The teambuilding makes for a wonderful time of fun, understanding, bonding, and also a time filled with substantive strategies that can be put into effect to make for a better workplace. Although this is designed for teambuilding, the truth is that this is also a superior leadership training material, and everything participants do can be duplicated by them in leading their own teams.

### **Coaching: Proactive/Reactive (4 hrs)**

#### **Proactive**

This proactive coaching session will continue to build the communication skill set with a session on coaching. Effective coaching aims to maximize the performance of everyone associated with an organization – employees, managers, customers, and suppliers. By applying coaching skills in the workplace, employees can motivate, guide, and support one another in working toward – and achieving – top performance. This session helps participants recognize daily opportunities to coach the people they work with and provides participants with the coaching skills they need to bring out the best in everyone.

The objectives of this session are to have participants able to:

- Describe the role of a coach.
- Explain why everyone in the organization needs to be a coach.
- Describe how coaching can benefit themselves, others, and the larger organization.
- Identify behaviors that help foster a supportive coaching environment.
- Demonstrate a variety of asking and listening techniques to coach others formally and informally.
- Identify an opportunity to help someone expand on his or her skills, knowledge, and abilities.

### **Reactive - Managing Performance Problems**

Despite your best coaching efforts, Employee A is not performing to expectations. This reactive coaching workshop will focus on coaching for improvement and introduce to supervisors to a skill set that will assist them having those difficult conversations with employees that are having performance issues.

The objectives of this session are to have participants able to:

- Encourage others to take charge of improving performance and altering work habits
- Prepare for and conduct successful improvement discussions
- Improve morale and productivity by addressing performance in a fair, firm and consistent manner.

### **Team Fundamentals (4 hrs)**

Frontline supervisors, lead operators, team leaders, team members all could benefit from understanding of the core basics regarding team effectiveness. This session will focus on team functions, team processes and team dynamics.

At the end of this session participants will have a greater understanding of:

- Team & team roles
- Five Functions of a Team
- The stages of team development
- Team health concepts

### **Business Communications (4 hrs)**

Employees are expected to communicate effectively and this course gives students the opportunity to develop and practice written and verbal communication skills.

Topics covered include:

- Understanding the power of communication
- Better, more efficient business writing
- Write what you mean
- Know when to write what
- Understanding your communication style (and making it work better with others')
- Helping employees produce written and verbal communication that gets results
- How to power up your handshake, eye contact and body language

- Communicating like a leader
- (better meetings and negotiations)
- Building teams that get results
- Leading through better communication

### **The Professional Development Institute**

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