

Frontline Leadership

Length: 1/2 Day

Summary: Frontline leaders are first line leaders who supervise a group of followers to achieve the operational-level strategies of the organizations. These could be managers, project leaders, departmental heads, supervisors, foreman, etc. whose job includes supervising a group of followers to execute the daily running of the organization's operations.

COURSE CONTENT

FRONTLINE LEADERSHIP

- Effective Supervisory Skills
- Identifying the responsibilities of a frontline leader
- Roles and traits of a frontline leader
- Communicating effectively
- Giving constructive feedback
- Identifying the skills of a frontline leader
- Resolving a conflict

WORKPLACE CULTURE

- Identifying the factors affecting the workplace culture
- Identifying the challenges faced by a frontline leader
- Leading employees through a change
- Styles of frontline leadership
- Identifying autocratic and democratic styles
- Promoting a positive atmosphere
- Handling negative attitudes
- Innovation