



## FRONT LINE LEADER - PROGRAM MODULES

### ROLE OF THE SUPERVISOR

- Examine characteristics of effective leaders
- Explore the changes that occur when making the transition from frontline worker to supervisor
- Discuss the importance of the chain of command
- Learn eight strategies for building employee involvement
- Explore what professionalism is and strategies for developing a professional image on the job

### MANAGING DIFFERENT PERSONALITIES

- Learn a model for understanding personality differences
- Explore one's own behavioral strengths and weaknesses
- Identify strategies for effective communication with differing personalities
- Develop skills in reading the styles of different people encountered on the job

### EMPLOYEE ENGAGEMENT AND MOTIVATION

- Understand the three types of employee found in the workplace
- Identify the factors that disengage employees and the warning signs of employee dissatisfaction
- Explore the role that trust and respect play in building engagement
- Learn the 13 behaviors of high-trust leaders
- Examine strategies for tapping into different employee motivators

### TEAMWORK AND COLLABORATION

- Explore the elements of effective and ineffective teams
- Learn the types of teams found in the workplace
- Assess current team strengths and weaknesses
- Participate in a team simulation
- Learn the GROUPS model of team effectiveness
- Explore strategies for improving team effectiveness through incorporating goals, roles, self-analysis, and process improvement

### COMMUNICATION EFFECTIVENESS

- Understand the various verbal and nonverbal components of effective communication
- Learn a model for, and practice active listening
- Examine the role feedback plays in developing employee effectiveness
- Learn about the three types of feedback and practice giving feedback to an employee

### MANAGING PERFORMANCE

- Explore the common performance problems found in the workplace
- Learn the components needed to provide clear work direction
- Understand the importance of providing performance standards
- Learn the steps needed to communicate expectations
- Practice communicating a new task to an employee

### COACHING FOR COMMITMENT

- Understand the role coaching plays in managing employee performance
- Examine both ineffective and effective coaching behaviors that occur in the workplace
- Understand the supervisor behaviors that serve as the foundation for coaching
- Learn how to analyze the coaching needs of four types of employees found in the workplace
- Learn and practice the One-on-One Coaching process

### MANAGING CONFLICT

- Understand the impact that unresolved conflict has on team functioning and organizational effectiveness
- Explore supervisor behaviors that inadvertently create conflict on teams
- Understand how different personalities deal with conflict
- Learn and practice the One-on-One process for working through conflict with another person

### MANAGING CHANGE

- Identify changes that occur on the job and the impact they have on employee performance and attitude
- Experience a simulation where a major change at a company must be addressed
- Explore emotions and responses people have during times of change
- Understand the four skills supervisors need to help their people navigate through change
- Learn and practice the One-on-One process for communicating change to employee.

### TIME MANAGEMENT

- Identify factors that impact effective time management
- Assess current time management skills in 12 performance areas
- Develop strategies for prioritizing work
- Learn methods for planning and scheduling
- Develop methods for managing interruptions
- Discuss methods for managing email and using technology - based tools
- Learn how to reduce workload through effective delegation

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