



FRONT LINE LEADER - FREQUENTLY ASKED QUESTIONS

FRONT LINE LEADER (FLL) is a leadership process that includes classroom training, coaching, assessments, and application assignments. The following are common questions asked about the program:

WHAT DIFFERENTIATES FLL FROM OTHER LEADERSHIP PROGRAMS?

We utilize a *blended* approach to learning. Our classroom training process incorporates a variety of structured activities and content that are engaging, fast-paced, and immediately applicable to the workplace. We reinforce learning through between-session, structured activities that encourage productive dialogue between supervisors and their teams. These activities improve communication, reduce conflict, and contribute to increased employee engagement. We provide feedback to the participant's manager through monthly updates of what is covered in class, expected outcomes, and ways to follow up with participants to reinforce learning. Finally, we offer two systems of delivery: We have the traditional classroom delivery, and a blend of classroom-online learning.

IS IT POSSIBLE TO PICK AND CHOOSE BASED ON THE AREAS WE WANT TO IMPROVE?

Yes. FLL is designed to meet your needs. You may select specific modules to address the outcomes you are looking for. We suggest you commit to at least 3-4 modules with the associated activities to have a real impact on behavior and culture change.

HOW OFTEN DO WE HAVE TO SCHEDULE MODULES?

FLL is designed for flexible implementation. While some clients schedule sessions every 2-4 weeks, others may schedule multiple sessions at one time. We suggest no more than 4 weeks between sessions so that program momentum is maintained.

WHAT ARE THE COMPONENTS OF THE PROGRAM?

FLL has five components:

- **Training Sessions:** There are 10 / 4-hour training sessions covering the following topics: Role of the Supervisor, Managing Different Personalities, Motivating and Engaging Employees, Teamwork and Collaboration, Communication Effectiveness, Managing Performance, Coaching for Commitment, Managing Conflict, Managing Change, and Time Management.
- **Putting the Skills to Work:** *Putting the Skills to Work* is a series of 19 activities that are conducted between the supervisor and his/her individual employees and/or team. The activities are structured, easy to complete, and reinforce what is learned in the training sessions. These assignments are designed to drive learning down to the entire team.
- **Manager's Toolkit:** Managers are an important part of the FLL program. One of the ways we keep managers informed of what their people are learning in training is through the *Manager's Toolkit*. The *Manager's Toolkit* includes a summary of what is covered in each session, a simple coaching process managers can use with participating supervisors, and copies of the *Putting the Skills to Work* activities assigned to the supervisor.

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WHAT ARE THE COMPONENTS OF THE PROGRAM? (CONTINUED)

■ **Coaching:** Coaching occurs in the following ways:

- 1) Supervisors practice coaching when conducting certain **Putting the Skills to Work** activities with either a direct report or the team. These discussions result in better communication with the employee, and an understanding of what the employee needs to be more effective in his/her role.
- 2) Team coaching occurs at the beginning of each session when the **Putting the Skills to Work** assignment from the previous session is reviewed in class.
- 3) When managers spend a few minutes each month with participating supervisors, they also provide simple coaching and reinforcement of skills with the supervisor.

■ **Assessments:** There are several assessments throughout the program that provide baseline information to the supervisor. These assessments are included in the following modules: Role of the Supervisor, Managing Different Personalities, Motivating and Engaging Employees, Teamwork and Collaboration, Communication Effectiveness, and Time Management.

ARE THERE ADDITIONAL COSTS FOR PUTTING THE SKILLS TO WORK AND THE MANAGER'S TOOLKIT?

Putting the Skills to Work and the *Manager's Toolkit* are included in the price of the program.

DO WE HAVE TO DO ALL OF THE PROGRAM COMPONENTS?

No, but we have found that the inclusion of the **Putting the Skills to Work**, **Manager's Toolkit**, and coaching activities reinforce key concepts. Since our goal is true behavior change, applying the concepts and training back on the job with a systematic approach is the best assurance that learning will stick and behavior change will occur.

CAN MATERIALS BE CUSTOMIZED?

Yes. Customizing can be done at an additional charge. We also co-brand if requested by client.

WHAT IS THE BEST CLASS SIZE?

We recommend 12-24, but can work with other configurations.

IS THE PROGRAM AVAILABLE IN OTHER LANGUAGES?

Yes, the program is currently available in Spanish and Norwegian.

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