



## **FRONT LINE LEADERSHIP**

### **2-DAY PUBLIC WORKSHOP**

***FOR SUPERVISORS,  
TEAM LEADERS, MANAGERS AND  
LEAD HANDS***





## Front Line Leadership 2-Day Public Workshop

### Upcoming dates and locations:

October 5 & 15, 2012 – London, Ontario, Canada

October 10 & 17, 2012 – Burlington (Niagara Region), Ontario, Canada

November 20 & 27 – GTA Scarborough, Ontario, Canada

Let us know you are interested.

This course can also be delivered on-site exclusively for your team.

### Why Front Line Leadership Training?

- Front line leaders are often promoted from within based on their strong technical skills.
- Without and formal leadership skills training, these front line leaders struggle with the transition from being a strong individual contributor to achieving results through their team.
- Supervisors, lead hands and team leaders play an important role in your overall leadership team and because they work along side the people they are expected to lead, this can cause challenges in balancing friendship and leadership.
- This program provides the tools these front line leaders need to be more effective and confident in their leadership role.

### Course Content (2 day course – 14 hours)

#### Expectations of a Front Line Leader

- How to be consciously competent in your leadership role.
- The leader's role in achieving the desired results while maximizing employee involvement.
- Your role in the organization's leadership team – why leaders often feel caught in the middle between management expectations and the needs of front line employees.
- Why you should own your message with your team instead of blaming HR or Senior Management.

#### Leading by Example

- The shortage of great leaders.
- Characteristics of leaders, including a self-assessment of your leadership effectiveness.
- Getting feedback from your team on your leadership approach.
- How to lead by example.

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- The impact of leadership style on productivity and employee satisfaction.
- Creating a vision for your team to be more productive and less reactive.
- Avoiding the leadership trap by getting employees to think for themselves and be accountable.
- Balancing leadership and friendship.

### **Motivating and Engaging Employees**

- Reflecting on when you were the most motivated and whether you are providing these opportunities to your team.
- How your beliefs about others influences their behavior and performance.
- How workgroup behavior and performance are a reflection of the leader.
- Reasons employees don't perform and how to correct and prevent them.
- Motivating factors: The three most important actions a leader can do to create a motivational climate.
- Different types of motivation – fear, incentive and attitude.

### **Effective Communication**

- Thinking before you speak – what you want to communicate.
- The impact of what you say, how you say it and your body language.
- How to be more persuasive and influential.
- How to improve communication with fellow leaders.
- How to communicate with your manager.
- Improving your listening skills.
- How to prepare for and conduct a challenging conversation.

### **Leading Change**

- Why, as the leader, you need to buy into change first.
- Understanding resistance to change and how to overcome it.
- How change can be a positive motivator.
- How to simplify the change, encourage the team and make it easier to change.

### **Correcting Unacceptable Behavior and Performance**

- Understanding your role in the coaching, confronting and correcting process.
- Why it is important to say something when you see something.
- How to comment on a performance, safety or quality issue.
- How to address difficult situations and unacceptable behaviors.
- When to involve your supervisor or manager.



## Accountability, Empowerment and Training

- Why most employees rely on the leader to make every decision and solve every problem instead of being more self-sufficient.
- How to get employees to take ownership of their work by applying positive and corrective consequences.
- Six steps to more effective on-the-job training.

## Managing Conflict

- Recognizing that conflict is necessary and expected when implementing change.
- Understanding that conflict, change and continuous improvement often co-exist.
- Understanding your own conflict style and recognizing that different situations may require a different approach.
- Remaining constructive when dealing with passive or aggressive employees and peers.
- How to mediate conflict between two employees.



## Your Workshop Leader – Greg Schinkel

- President of Unique Training & Development Inc. since 1992 (20 plus years of training experience)
- Author of *What Great Supervisors Know*
- International Best Selling Author of *Employees Not Doing What You Expect*
- Ranked in the top 10% of all speakers and trainers in the Global Speakers Federation based on revenue
- Impacts more than 500,000 people through his writing, broadcasting, training, speaking and coaching
- Engaging blend of style and substance
- See Greg in action at [UniqueTrainingVideos.com](http://UniqueTrainingVideos.com)
- Complete bio at [UniqueDevelopment.com](http://UniqueDevelopment.com)



## **If Many Training Programs Look the Same, What Makes Our Approach Unique?**

Here is how we make sure that people apply what they learn:

1. **Coaching Conversation with the Manager of the Participant:** Each participant is expected to have a coaching conversation with their manager following the training sessions. This makes sure that the manager supports the participant in applying their new leadership skills. We provide an outline of what to discuss.
2. **Application Journals:** To achieve accountability, each participant is required to submit at least two one-page summaries of what they have applied from the training. A copy of this goes to their manager/supervisor to assist with coaching.
3. **Requirements for graduation –** Each participant is expected to achieve the requirements for completion which include attendance, two application journals, and one coaching conversation with their manager.
4. **Coaching by email** is provided at no extra charge so participants can email questions to the instructor following the training.

**Delivery Methods:** We use a variety of teaching methods including assessment tools, video clips, in-class simulations, physical activities (tower building), case studies, live polling using electronic keypads, presentation, small group discussion and role plays.

### **Comprehensive Training Kit**

Each participant will receive a Training Kit which includes a comprehensive workbook, an Insights and Application Journal booklet, pen/highlighter and a copy of *What Great Supervisors Know* and *Employees Not Doing What You Expect*. A graduation certificate is provided when the Application Journals are submitted.

### **Upcoming Public Workshop Schedule**

Please consult our website for updated schedules.

Remember this course can also be delivered on-site exclusively for your organization.

Course runs from 9 AM to 4 PM each day.



**Registration Information**

Online: [www.uniquedevelopment.com](http://www.uniquedevelopment.com)

Toll Free: 1-866-700-9043

Local London Ontario: 226-777-0147

FAX: 519-685-9043

Participant Name(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Company Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address for main contact: \_\_\_\_\_

Please choose: \_\_\_\_\_ enrollments @ \$895 ea plus HST  
Course location: \_\_\_\_\_  
Multi-enrollment discount:  
\_\_\_\_\_ I'm enrolling 3 or more, please apply discount of \$100 pp

Payment Preference:  Invoice me  
 Credit Card:  Visa  M/C  AMEX

Card # \_\_\_\_\_  
Expiry Date: \_\_\_\_\_ CSC:   
Name on Card: \_\_\_\_\_

**We will confirm your registration by email within 2 business days.  
Feel free to call us at 1-866-700-9043 or email [info@uniquedevelopment.com](mailto:info@uniquedevelopment.com)**

Cancellations and substitutions: Once enrolled,  
refunds are not permitted. Substitutions are welcome at any time.

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