



Front Line Leadership

Mississauga, Ontario: April 14th and 15th, 2011

Windsor, Ontario: May 5th and 6th, 2011

London, Ontario: June 2nd and 3rd, 2011

Front line leaders are often promoted from within based on their strong technical skills. Without any formal leadership skills training, these front line leaders will struggle with their new leadership role. This program provides the tools these leaders need to be more effective and confident in their leadership role. These 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, it can be challenging to balance friendship and leadership.

Course Content

Expectations of a Leader

- Four step management process: Plan, Organize, Lead & Control and specific tasks performed by working leaders
- How to get work accomplished through others
- 7 responsibilities that support the company mission
- Your role in the company's leadership team

Leading

- Characteristics of leaders and self assessment of your leadership strengths and weaknesses
- How to lead by example in areas of safety, attendance, quality and teamwork
- Creating a proactive, practical vision for your department

Understanding People, Motivation and Performance

- How our beliefs about others influence their performance
- Reasons people don't perform
- Motivating factors
- Different types of motivation
- How leadership style impacts productivity & morale
- Bill 168 and the impact on aggressive/abrasiveness on people

Effective Communication

- Thinking before you speak - what you want to communicate
- The impact of words, tone & emphasis and body language
- Using email effectively
- Listening skills
- Improving inter-shift communication
- Five step verbal communication process



Assigning Work Tasks and Accountability

- How to assign work tasks effectively
- Getting your work group to take responsibility for results

Coaching, Confronting or Commenting on Performance Issues

- Understanding your role in the coaching, confronting and correcting process
- How to comment on a performance, safety or quality issue
- When to involve your supervisor or manager

Conflict

- Recognizing that conflict is natural, expected and even necessary
- Why you shouldn't avoid conflict or be too aggressive
- Recognizing that people tend to have either a passive or aggressive approach to conflict and how you as a leader can remain constructive

Workshop Leaders

Greg Schinkel, President is a recognized leadership expert having impacted more than half a million people through his speaking, training, coaching, writing and broadcasting. He is an international best selling co-author of *Employees Not Doing What You Expect and Awakening the Workplace*. He relates well to front line leaders and executives with a dynamic blend of style and substance. See more on Greg at <http://UniqueDevelopment.com/greg-schinkel.htm>. See him in action at <http://uniquetrainingvideos.com>

Steve Jones, a Senior Associate is in his tenth year as a top-rated facilitator. Steve has experienced being promoted from the floor to being a lead hand, supervisor and eventually production manager and general manager. His easy going practical style will be appreciated by your group of leaders.

Logistics

Location and Dates:

Mississauga, Ontario: Courtyard by Marriott Mississauga Airport, 5050-5070 Creekbank Road; Thursday and Friday, April 14th and 15th, 2011.

Windsor, Ontario: Hampton Inn, Huron Church Road, Windsor, Ontario; Thursday & Friday, May 5th and 6st, 2011.

London, Ontario: Highland Country Club, London, Ontario; Thursday & Friday, June 2nd and 3rd, 2011.

Timing: 9:00 AM to 12:00 Noon and 1:00 PM to 4:00 PM each day.

Lunch and refreshments: Included



Accommodations: If needed, hotel rooms can be booked onsite or nearby at reasonable expense.

Dress: Business casual (golf shirt or dress shirt and slacks)

Workbooks: Comprehensive Reference Workbook Included

Books: Each person receives a copy of *Employees Not Doing What You Expect* and a copy of *What Great Supervisors Know*.

Graduation Certificate: Provided, with copy for HR file

Investment

The enrolment fee is \$795 per participant (plus HST). If you have 6 or more people, you may want to consider having this program delivered on-site, exclusively for your organization. Call or email us to see how. Multi-enrolment discounts: Any organization enrolling 3 or more participants will save \$100 per person. Discount is only available if enrolment is received at least 7 days prior to course start.

Three Easy Ways to Enroll

1. **Online:** uniquedevelopment.com/frontline-leadership.htm
2. **Fax:** Use the registration form below and fax to +1-226-777-0147
3. **Telephone:** Call our office toll free 1-866-700-9043 or local in London, Ontario at 226-777-0147



REGISTRATION INFORMATION

You can register online at uniquedevelopment.com/frontline-leadership.htm
 OR register by phone toll free 1-866-700-9043 or local in London, Ontario 226-777-0147

Participant Name(s):	
Company Name:	
Billing Address:	
Location selection:	<input type="checkbox"/> Mississauga, ON <input type="checkbox"/> Windsor, ON <input type="checkbox"/> London, ON
Payment Preference:	<input type="checkbox"/> Credit Card (complete info below) OR <input type="checkbox"/> Invoice me Card type: <input type="checkbox"/> Visa <input type="checkbox"/> M/C <input type="checkbox"/> Amex Card number: _____ Expiry date: _____ Name on card: _____
Phone number:	
Email address:	

Please fax this registration to: +1-226-777-0147

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