

## Frontline Leadership

**Length:** 1 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.

**After completing this course, students will know how to:**

- Understand the roles and traits of a frontline leader and how to communicate effectively. Identify the skills required for frontline leadership and conflict resolution.
- Understand the factors affecting the workplace culture and the challenges for frontline leadership. Understand the styles of frontline leadership, guidelines to promote a positive atmosphere and ways to address negative attitudes.

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## 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

### MANAGING KNOWLEDGE

- Managing knowledge in a workplace
- Assessing an employee's knowledge
- Encouraging employees to exchange knowledge
- Identifying obstacles to knowledge exchange

### 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