

Front Line Leadership – Moving into Supervision and Management

MOVING ON UP – Are you ready for the changing role?

You are good at your job and people noticed. Now you have been tapped as the one in charge.

- Are you ready to be responsible for motivating and challenging others to do their best work?
- Are you ready to meet the expectations of your leadership in managing diverse work teams to achieve common goals?

Let us help you prepare!

Leadership I: May 7, 6:00PM -- 9:00PM and May 9, 6:00PM – 9:00PM \$90.00

The Changing Role of the Leader

- Participants will analyze leadership development within their organization.
- Participants will analyze the five leadership roles and how each relates to a successful leader. Leadership development is examined through the process of employee and supervisor engagement.

Performance Management: Employee Coaching and Mentoring

- Participants will demonstrate assessment of their own personal leadership style based on observable behavior as well as the ability to accurately observe and identify the leadership style of others.
- Participants will explain the differences between coaching and mentoring. Participants will demonstrate the methods presented in class associated with effective coaching and mentoring.

Leadership II: May 14, 6:00PM – 9:00PM and May 16, 6:00PM – 9:00PM \$90.00

Team Implementer and Dealing with Conflict

- Participants will explain how to use the Tuckman model in the development and effective management of team outcomes.
- Participants will demonstrate skills associated with diffusing conflict that can occur among team members and or work colleagues.

Creating and Sustaining a Culture of Quality in a multi-generational and multi-cultural

- Participants will explain the components of effective change to achieve quality improvement that includes the use of Beckhart's Formula for Change.

- Participants will demonstrate understanding of how each of the four generations view the workplace.
- Participants will demonstrate understanding of how different cultures develop expectations of the workplace.