



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

Frontline Leadership

Duration: 1 Day

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

In this course, participants will learn how to deal with difficult employees. Participants will learn about the characteristics and sources of difficult behaviour. They will also learn effective techniques to prevent difficult behaviour and effective communication methods. Participants will also learn how to examine the workplace culture, how to lead employees through culture changes as well as tips for fostering a positive work environment, addressing negativity, and inspiring employee innovation.

Target Audience

This course is intended for:

- Supervisor
- Managers

Prerequisites

There are no prerequisites necessary to attend this course.



Microsoft Partner

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Course Objectives

Upon successful completion of this course, attendees will be able to:

- Identify their leadership style and adapt their approach to suit different situations and team needs.
- Use their strengths for advantage in leading the team.
- Apply leadership behaviours that motivate and inspire.
- Translate organisational vision into meaningful team goals.
- Collaborate with team members in the decision-making process.

Course Topics

Module 1: Frontline Leadership

- Learning Organization
- Roles of a Frontline Leader
- Frontline Leadership Skills

Module 2: Managing Knowledge

- Knowledge Management
- Knowledge Exchange
- Technology Used to Exchange Knowledge

Module 3: Workplace Culture

- The Workplace
- Styles of Frontline Leadership
- Innovation

EXERCISES INCLUDED



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