



Program Content

- Understanding Leadership and Role of the Leaders
- Decision making & Problem Solving
- Managing different personalities
- Motivating and engaging employees
- Nurture the Culture of Teamwork, Collaboration and Performance
- Communication effectiveness
- Managing Performance I – Providing clear Vision & Direction,
- Managing Performance II – Employee Development Model
- Coaching for holistic development
- Managing conflict
- Managing change



Certificate Course

About Front Line

Front Line Leadership is a flexible, 10-module program that provides new and current supervisors and managers with a toolkit of practical communication and employee development tools that reduce conflict, improve employee performance, and enhance team effectiveness. Leaders learn to deliver clear direction, coach employees, and provide effective feedback. The ultimate goal of the training is to enable leaders to create work environments that foster employee engagement, improve performance, and increase employee satisfaction.

Contact

Meritt Learning Center

training@merittconsultants.com

+91-7428466822

New Delhi, India

www.merittconsultants.com

Overall Program Objectives



- Understand the skills, behaviors, and attitudes needed for effective leadership
- Provide tools for connecting and engaging teams and individual reports
- Understand the psychology of employee engagement and satisfaction
- Learn skills for analyzing employee developmental needs and customize an approach for improving employee performance
- Learn communication skills needed to coach, provide feedback, initiate change, and manage conflict
- Develop skills in creating high performing teams

SESSION 1 - Understanding Leadership and Role of the Leaders

The Role Of The Leader is the introductory session for the program. It sets the stage for understanding the important role leaders play in the success of the organization and the qualities, skills, and traits required of highly effective leaders. They complete a self-assessment to identify their current leader skill level, and experience the impact that poor leadership has on the effectiveness of the team.

TOPICS COVERED

- Explore the changes that occur when making the transition from frontline worker to frontline leader
- Identify leader behaviors that positively impact long-term performance and effectiveness of team members
- Assess current leadership strengths and develop goals to be more effective as a leader
- Learn eight strategies for building team involvement and engagement



SESSION 2 - Managing different personalities

Effective communication is an essential skill for leaders at all levels of the organization. This session introduces a model and language for understanding personality and communication differences, while providing clear and practical tools for adapting communication to be more effective in the workplace. Based on the DISC Workplace profile, participants will gain valuable insight into their own style while developing strategies for working with styles different than their own.

TOPICS COVERED

- Learn a model for understanding personality differences
- Explore one's own behavioral strengths and weaknesses
- Identify strategies for effective communication with differing personalities
- Develop skills in reading the styles of different people encountered on the job

SESSION 3 - Decision Making and Problem Solving

Effective Decisions need to be capable of being implemented, whether on a personal or organisational level. You do, therefore, need to be committed to the decision personally, and be able to persuade others of its merits.

TOPICS COVERED

Effective Decision Making - A Framework

The important aspect is to go through all the stages in turn, even if only to decide that they are not relevant for the current situation.

1. Listing Possible Solutions/Options
To come up with a list of all the possible solutions and/or options available it is usually appropriate to use a group (or individual) problem-solving process. This process could include brainstorming or some other 'idea-generating' process.

2. Setting a Time Scale and Deciding Who is Responsible for the Decision.

Remember that sometimes a quick decision is more important than 'the right' decision, and that at other times, the reverse is true.

3. Information Gathering
Before making a decision, all relevant information needs to be gathered.

4. Weighing up the Risks Involved

5. Deciding on Values
If the responsibility for a decision is shared, it is therefore possible that one person might not have the same values as the others.

6. Weighing up the Pros and Cons

7. Finally Making the Decision

Having Made the Decision...
Finally, and perhaps most importantly, once you have made a decision, don't waste your time thinking about 'what ifs'. If something does go wrong, and you need to revisit the decision, then do. But otherwise, accept the decision and move on.

TOPICS COVERED

Problem Solving -

A structured approach to problem solving.

1. Problem Identification:
This stage involves: detecting and recognising that there is a problem; identifying the nature of the problem; defining the problem.

2. Structuring the Problem:
This stage involves: a period of observation, careful inspection, fact-finding and developing a clear picture of the problem.

3. Looking for Possible Solutions:
During this stage you will generate a range of possible courses of action, but with little attempt to evaluate them at this stage.

4. Making a Decision:
This stage involves careful analysis of the different possible courses of action and then selecting the best solution for implementation.

5. Implementation:
This stage involves accepting and carrying out the chosen course of action.

6. Monitoring/Seeking Feedback:

SESSION 4 - Motivating and engaging employees

This session takes a close look at the psychology behind what brings out the best performance in employees. Using the current research on employee engagement, the session is designed to help leaders understand the actions and behaviors necessary to create an engaged workforce. Learners analyze the current level of engagement in their organization, and identify potential causes of disengagement. They will use this information to brainstorm interventions to help improve the engagement and satisfaction on their teams..

TOPICS COVERED

- Understand the three types of employees found in the workplace
- Explore the reasons employees disengage from their work and the organization
- Identify the six core needs employees have for satisfaction in their job
- Learn the behaviors that trusted leaders demonstrate
- Explore tools that help assess employee motivation in the workplace



SESSION 5 - Nurture the Culture of Teamwork, Collaboration and Performance

This interactive session allows participants to experience teamwork through various activities requiring effective communication, dialogue, and problem-solving skills. Leaders will assess their team's current strengths and weaknesses and then learn a model for improving performance based on six key elements for developing effective teams.

TOPICS COVERED

- Identify the purpose and types of teams found in the workplace
- Discuss the characteristics of effective and ineffective teams
- Assess the effectiveness of the leader's current team
- Experience the G.R.O.U.P.S. model of team effectiveness
- Learn six components of effective teamwork and team leadership

SESSION 6 - Communication effectiveness

The most important skill for a leader to have is the ability to communicate effectively. Leaders learn the core skills of listening, providing feedback, and giving praise and recognition. They will learn how adapting their communication approach can result in greater cooperation, reduced conflict, and more productive work environments.

TOPICS COVERED

- Understand the core communication skills of effective supervisors
- Assess leader communication strengths and weaknesses
- Develop and practice listening skills
- Develop skills in providing positive feedback and praise



SESSION 7 - Managing Performance I - Providing clear Vision & Direction,

Individual contributors need a specific understanding of what is expected by the leader, not only in how they perform certain tasks but also how they are to behave and act within their role on the team. Often, leaders fail to communicate clearly and specifically what they want, resulting in poor performance, increased frustration, and lower morale. This session provides activities and tools for clearly communicating what is expected on the job, as well as ways to provide ongoing feedback and monitoring of performance.

TOPICS COVERED

- Explore the common performance problems found in the workplace
- Learn the components needed to provide clear work direction
- Understand the importance of providing performance standards
- Learn the steps needed to communicate expectations



Managing Performance II - Employee Development Model

One of the challenges many leaders face is identifying who to give their time and attention. Having a clear blueprint for managing employee development helps leaders better utilize their time and energy. The Employee Development Model provides a clear framework for analyzing employee needs, and tailoring communication to meet those needs. As part of the session, participants will assess their current leadership approach and analyze current employees with whom they want to develop.

TOPICS COVERED

- Learn a model for understanding how employees learn and develop, as well as what they need to develop their skills on the job
- How to work with employees to identify problem areas on various tasks and how to offer appropriate assistance
- Identify which employees need the leader's assistance so that leader time is best utilized

SESSION 8 - Coaching for holistic development

This session provides a framework for how to conduct a coaching conversation with someone whose performance is below standards. Leaders will explore the behaviors needed for effective coaching, view examples of effective and ineffective coaching techniques, and use a structured process for planning for a coaching conversation.

TOPICS COVERED

- Understand the role coaching plays in managing employee performance
- Examine both ineffective and effective coaching behaviors that occur in the workplace
- Understand the leader behaviors that serve as the foundation for coaching
- Learn and practice the One-on-One Coaching process



Focus on the **PEOPLE**, and the numbers will COME.
Focus on the **NUMBERS** and the people will GO!™



SESSION 9 - Managing conflict

Conflict is a normal part of the workplace. When it is handled appropriately, conflict can result in better solutions and effective problem solving. When conflict is destructive, it has the potential for negatively impacting team cohesion, group morale, and engagement levels within the organization. This session provides clear strategies and techniques for effectively managing conflict on the team.

TOPICS COVERED

- Explore the causes of conflict in the workplace
- Identify supervisor behaviors that contribute to conflict
- Learn ways to better interact with other conflict styles
- Prepare for a conversation that is designed to resolve conflicts between two people



SESSION 10 - Managing change

Front line leaders are often in the position of having to communicate changes that occur from upper management. Sometimes those changes are unwelcome by individual contributors. It is important for front line leaders to understand the emotional reaction employees have to change and how to best manage those reactions while supporting the direction of the organization. This session provides an overview on the impact of change within an organization, and tools for best planning for and conducting a change conversation with the team.

TOPICS COVERED

- Understand the impact of change on the workforce
- Understand why employees resist change
- Learn the common reactions people have to change
- Learn the role and responsibilities of the front line leader during change
- Learn skills for leading others in the change process

Frequently Asked Questions

Below you will find a few of our frequently asked questions.

What differentiates Front Line Leadership from other programs?

Our classroom training process incorporates a variety of structured activities and content that are engaging, fast-paced, and immediately applicable to the workplace. We reinforce learning through between-session, structured activities that encourage productive dialogue between supervisors and their teams. These activities improve communication, reduce conflict, and contribute to increased employee engagement. We provide feedback to the participant's manager through monthly updates of what is covered in class, expected outcomes, and ways to follow up with participants to reinforce learning.

What types of activities are used in the program?

75% of the program is activity based and 25% is content/lecture. Activities include:

- Small and large group discussions
- Self assessment
- Small and large group team-building activities
- Videos
- Targeted games/competitions
- Roleplay
- Lecture

Frequently Asked Questions

Below you will find a few of our frequently asked questions.

What outcomes can I expect from the Front Line program?

Some of the outcomes of the Front Line Leadership program include:

- Reduced conflict and employee complaints
- Improved morale on the team
- Improved leader confidence and competence
- More productive communication and relationships between leader and direct reports
- Effective use of coaching and feedback
- Increase in employee engagement and satisfaction
- Improved employee performance
- Improved workplace environment

What problems does this training address?

- Poor communication skills
- Lack of confidence in leader role
- Poor coaching or mentoring skills
- Inability to provide clear work direction
- Inability to build cohesive teams
- Low morale/ engagement of team
- Top down rather than collaborative leadership style
- Inability or unwillingness to properly address poor performance
- Complaints from individual contributors regarding supervisor behavior
- Harassment / inappropriate comments
- Inability to personally manage emotions under stress




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For more information contact:

Email : training@merittconsultants.com;

Telephones: +91-7428466822

Website: www.merittconsultants.com



Thank
You

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