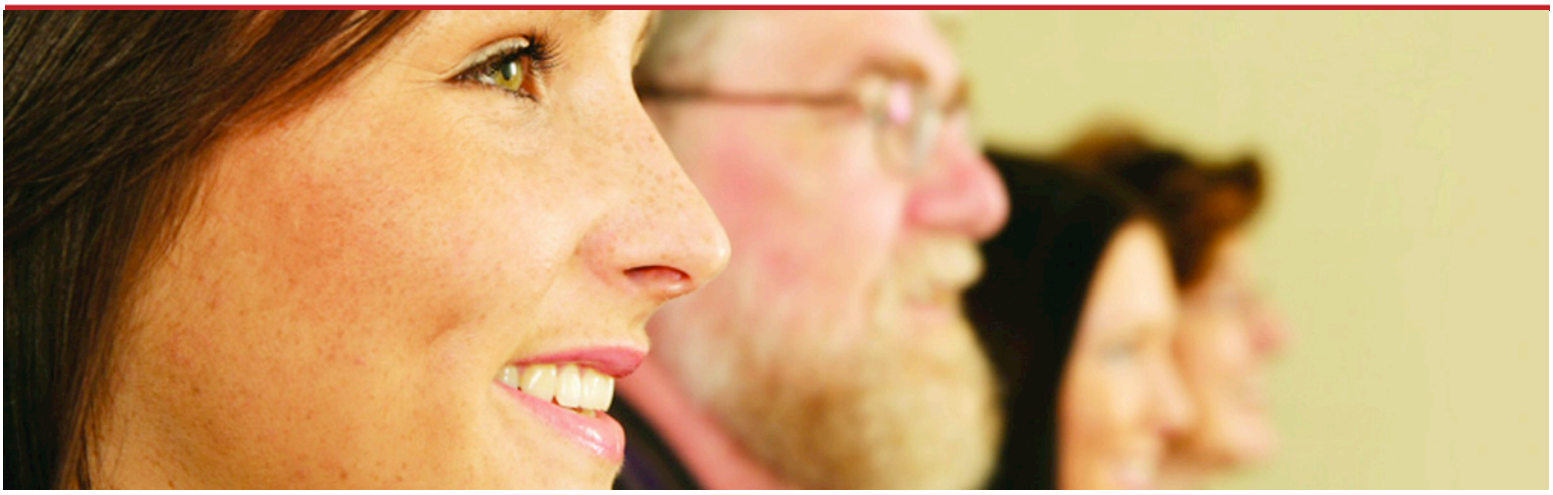
Course Outline

AMC APPLIED MANAGEMENT CENTRE
Practical Management Training & Consulting



Front Line Leadership

5-day Course

Outline

Interested in improving your leadership abilities? Want to boost your confidence as a manager?

The practical and interactive *Front Line Leadership* course can help you gain the critical knowledge and skills you need to increase your confidence and competence as a leader.

Along with improving collaboration and teamwork, this course will help you efficiently align your team's performance with your organizational goals. Other key benefits of this program include: increased organizational knowledge sharing and learning, enhanced organizational effectiveness, improved customer service, reduced costs and greater quality of work.

Course Objectives

At the end of this course, you will be able to:

- Recognize current leadership theories
- Analyse your approach to leadership.
- Identify key strategies for effectively engaging employees.
- Evaluate situations and use appropriate leadership models and techniques.
- Recognize the interpersonal behaviours and competencies of effective leaders.
- Identify your personal communication style.
- Apply effective communication concepts.
- Identify the characteristics of an effective team.
- Explain how to transform groups into teams.
- Distinguish how leaders navigate teams through difficult situations.
- Develop strategies to prevent and manage conflict.
- Define the change process and roles.
- Apply group problem-solving and decision-making processes to work-related challenges.
- Establish meaningful goals, objectives and strategies.
- Write an action plan to achieve goals.
- Empower employees
- Delegate tasks, responsibilities and accountabilities.
- Plan and manage effective team meetings.
- Apply Continuous Quality Improvement.
- Apply the four-step coaching model.
- Use effective feedback to improve performance.
- Recall practical guidelines for motivating a diverse workforce.
- Explain the role of workplace culture in recruitment and retention.
- Develop a personal action plan for continual learning and leadership development.

Who Should Attend

Team leaders who are new to the supervisory role, and experienced supervisors interested in refreshing their leadership skills.