

FRONTLINE LEADERSHIP

PM08.25

This course teaches students how to deal with difficult employees. Students learn about the characteristics and sources of difficult behavior, effective techniques to prevent difficult behavior, and effective communication methods. Students will learn the importance of managing knowledge, conducting assessment interviews, asking for employee input, and providing continuing education opportunities for employees. Course activities also cover the affects technology has on the exchange of knowledge and how to use different types of communication technology. Finally, students examine workplace culture and how to lead employees through culture changes as well as tips for fostering a positive work environment, addressing negativity, and inspiring employee innovation. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success.

PREREQUISITES

- Management experience or seeking people management positions

LEARNING OBJECTIVES

- Identify the skills required for frontline leadership and conflict resolution.
- Manage knowledge in a workplace, understand the specifics of a knowledge assessment interview, and conduct an employee knowledge assessment interview. Learn how to exchange knowledge, encourage employees to exchange knowledge, and understand the obstacles in the exchange of knowledge.
- Understand the styles of frontline leadership, guidelines to promote a positive atmosphere, and ways to address negative attitudes.
- Inspire employees to identify the factors affecting innovation and understand how to address failed innovations.

WHO SHOULD ATTEND

- Current people managers
- Project managers
- Senior professionals interested in management positions

COURSE OUTLINE

- Frontline leadership
- Managing knowledge
- Workplace culture

There are numerous exercises to reinforce the concepts taught in this class.

CLASS LENGTH

- One Day (8 PDUs)