

Frontline Management

Program Description:

Managers have incredible influence. Their strengths can empower and energize the people who work for them. And of course their limitations can trickle down to create frustration, confusion, or even paralysis for those they manage. This program gives managers a safe, fun way to understand the strengths and challenges that they bring to the table. They gain a greater appreciation for the impact that their behavior has on others, and they discover how others may respond to their style. The goal of this program is to learn how to leverage their management strengths, enabling both managers and their employees to be more effective.

Results: Participants will:

- Learn four different approaches to management.
- Discover their unique strengths and challenges as managers.
- Recognize how they manage when:
 - Communicating
 - Delegating
 - Directing people
 - Developing people
 - Decision-making
 - Managing time
 - Problem-solving
 - Motivating others
- Identify different responses to their management strengths and understand how strengths can be overused.
- Create individual action plans based on their unique management strengths and challenges to aid them in managing productively and effectively.

Suggested Audience:

Individuals in a supervisory or first-level management role.

Program Length:

4 hours – 2 days