

Front-line Leadership Essentials

Organizations depend upon Front-Line leaders to develop positive team culture and to coach, motivate and influence staff. This program builds the foundational skills required for the next generation of change-capable leaders.

This program is delivered to front-line leaders from the same organization to address specific needs and workplace context. Program participants will receive 26 hours of classroom instruction plus 90 minutes of 1:1 performance coaching. The performance coaching conversations

(three, 30 minute conversations per participant) are designed to reinforce the course content and embed desired behaviors within the learner.

Credential: Certificate (non-credit). Assessment for course completion is based on full attendance, in class participation, and participation in performance coaching conversations.

Instructors: Lyall Samaroden and Antoinette Douville-Mackie

Fees: \$4,895 (+GST) including all materials and resources. Facilitator travel, accommodation, and meal expenses are billed in addition.

Note: All workshop venue expenses (room rentals, catering etc.) are the responsibility of the client organization.

Capacity: 10-25 participants per cohort.

Day One: Insights Discovery (7hrs)

Using Insights Discovery (a psychometric tool based on Carl Jung psychology), Front-Line leaders will enjoy a fun, interactive and informative module to help understand themselves, understand others and make the most of the relationships that affect them in the workplace.

Learning outcomes:

1. Understand Self

- Explore and discover more about self through the identification of personal preferences
- Explore how you approach work through the Insights lens
- Identify how perception affects your reactions

2. Understand Others

- Recognize and appreciate that others may approach their work using different preferences

- Understand how personal preferences (and reactions) present themselves in the workplace

3. Adapt and Connect

- Learn how to adapt behaviour to interact and communicate more effectively with others by identifying 'how to' and 'how not to' communication tips
- Explore what happens to behaviours when under stress and how best to support yourself and others
- Discover the rich tapestry that differences bring to enriching your workplace

4. Take Action

- Actions steps to put learning into practice in the workplace

Following Day One: Leadership Circle Profile 360

Program participants will be invited to complete and participate in The Leadership Circle Profile 360. This 360 tool accelerates leadership effectiveness by soliciting feedback electronically from others and allows respondents to write specific comments. The Leadership Circle Profile helps participants understand the relationship between how they habitually think, how they behave, and, more importantly, how all this impacts their current level of leadership effectiveness. Program participants see the results from how they scored themselves, compared to how their boss, peers, direct reports and others have scored them on key leadership and team distinctions.

Leadership Circle Profile 360 de-brief discussions will occur during the performance coaching conversations (following Day Two, Three and Four) to quickly help leaders understand the profile and identify clear development goals.





Day Two: Coaching for Performance (7hrs)

The Coaching for Performance module will introduce Front-Line Leaders to the importance and benefits of coach-like conversations. The module design gives Front-Line Leaders an opportunity to explore conversations techniques to help employees' perform at their best.

Learning outcomes:

1. Explore the relationship between leadership and coaching
2. Identify the personal paradigm shifts needed to adopt a "coach approach"
3. Learn a model for structuring a coaching for performance conversation
4. Consider opportunities for integrating coaching principles into the workplace
5. Identify and develop skills needed to be effective and confident when conducting coach-like conversations

Day Three: Leading & Motivating (7hrs)

The Leading & Motivating module gives Front-Line Leaders an opportunity to explore and learn the best ways to motivate and lead their employees toward meaningful work connected to their organizations' greater purpose.

Learning outcomes:

1. Explore how motivation is a key skill of leadership
2. Identify various leadership styles and the need to use alternative approaches to motivate employees
3. Understand motivation is driven by intrinsic and extrinsic factors
4. Learn a model for intrinsic motivation (MAP)
5. Start building a knowledge bank – how to motivate, recognize and show appreciation for employees
6. Understand your impact as a leader in creating an inspiring, energized work environment
7. Identify and develop skills to address challenges in motivating some employees

Day Four (1/2 day): Exploring my Leadership Journey using Bricks & Brains (5hrs)

The My Leadership Journey module gives Front-Line Leaders an opportunity to reflect upon their leadership journey throughout this program and to share key learning's and insights with their peers. The session will use LEGO® SERIOUS PLAY® methods; as such participants will share insights and personal leadership development through storytelling as well as LEGO® bricks.

