

# Frontline Leadership

Course Length: 1 Day

**Prerequisites:** None

## **Course 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.

## Course Content

### **Unit 1: Frontline Leadership**

Students will learn about building a progressive environment, and about the need for learning organizations. They will learn about the responsibilities of a frontline leader. They will also learn about the roles and traits of a frontline leader and about the importance of communicating effectively. Finally, students will discuss the different frontline leadership skills and conflict resolution skills.

**Topic A:** Learning organization

**Topic B:** Roles of a frontline leader

**Topic C:** Frontline leadership skills

### **Unit 2: Managing Knowledge**

Students will learn how to manage knowledge in a workplace. They will also learn about knowledge assessment interviews and about ways to conduct a knowledge assessment interview. They will better understand how to give suggestions to employees on how to exchange knowledge and how to encourage employees to exchange knowledge. They will also identify the obstacles to knowledge exchange. They will learn how to use different technologies for exchanging knowledge and about the guidelines for exchanging knowledge through electronic media.

**Topic A:** Knowledge management

**Topic B:** Knowledge exchange

**Topic C:** Technology used to exchange knowledge

### **Unit 3 Workplace Culture**

Factors affecting workplace culture will be discussed as will the challenges for frontline leadership. Students will learn about different frontline leadership styles. They will learn about the guidelines to promote a positive atmosphere and address negative attitudes. They will learn how to inspire employees. Finally, they will examine the factors affecting innovation and learn how to address failed innovations.

**Topic A:** The workplace

**Topic B:** Styles of frontline leadership

**Topic C:** Innovation

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*If you have any questions about this course, please call CompuTrain at (713) 349-9186.*