

Situational Frontline Leadership



Overview - Bridge Expectations with Results

It's a fact. One of the hardest managerial jobs has to be frontline management. You are asked to deliver on expectations that have been established by others above you. And, to do that effectively, you must engage multiple individuals below you. Individuals each operating with a unique combination of abilities and needs to perform their jobs. Professionally and personally.

Bridging the gap between corporate expectations and delivered results requires a special skill set. A skill set that blends goals with ongoing communication and understanding. Practice that balances the complexities of individual reports with desired outcomes. And confidence that grows their level of performance and professionalism. Effective frontline management creates partnerships for performance.

Situational Frontline Leadership is designed to foster successful frontline managers. It teaches them how to build people. Build trust. Build teamwork. To bridge the gap between what is and what could be for each employee and the company.

Based on our highly successful Situational Leadership® II Model, *Situational Frontline Leadership* shows frontline managers how to diagnose individual situations and employ core communications skills to partner for performance. How to provide clear direction. To be specific. Actively listen. Give feedback. Enhance self-esteem. Participants practice and use these skills. In real time. With their direct reports.

Situational Frontline Leadership Training Design

Situational Frontline Leadership can be implemented in your organization through a two-day or three-day classroom experience. Each contains the core content of the program—how to have partnering conversations at each development level—with the three-day design providing more time for skill practice. The program can be further modified by combining and rearranging the learning activities to deliver the program modules over time or on consecutive days. This gives you greater flexibility in implementation without losing the consistency in quality and content.

The Foundation Module—Situational Leadership® II

This first module provides an overview of the program and introduces the participants to the link between performance and satisfaction—building the core concepts of diagnosis, flexibility, and partnering for performance.



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Partnering at D1—The Enthusiastic Beginner

The second module starts the frontline manager with an understanding of the first level of development—the enthusiastic beginner. It shows the manager how to recognize this level of employee. How to be specific in communications. How to provide direction and feedback. And how to set goals to move the employee to a greater level of performance.

Partnering at D2—The Disillusioned Learner

The third module moves the manager to the next level along the performance continuum. Active listening and appropriate feedback are blended into the skill set to enhance employee performance at this level.

Partnering at D3—The Capable but Cautious Performer

Cautious means a lack of self-esteem. The fourth module teaches frontline managers partnering skills that build their employees' self-esteem using our proprietary EAR Model.

Resolving Performance Problems

Managers learn how to define, identify and analyze their real-world performance issues. Then, how to effectively resolve those issues by employing specific behavior models.

On-the-Job Application: Partnering at D4—The Self-Reliant Achiever

The peak performer is identified. Managers are given tools and skill practice exercises to master the art of being an effective frontline manager. They also learn how to manage development regression by staying in close touch with their employees' performance and development.

Why it Works?

- Uses both active and passive learning techniques to enhance the manager's experience
- Takes a development focus—teaching skills based on key development levels
- Presents a complete package with core concepts presented regardless of delivery option chosen
- Equips the frontline manager with processes and tools that can be implemented immediately for optimum results



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Who should attend?

- Managers with one or more individual contributor direct reports
- First-time managers
- Long-time managers facing challenging employee situations
- Managers who need to bridge performance with expected results

Situational Frontline Leadership uses the same common language as *Situational Leadership® II*, but provides specific micro-skills of effective management, such as goal-setting, listening, giving direction, and managing accountability. Managers learn both directive behaviors and supportive behaviors, such as establishing timelines, collaborative problem-solving and building partnerships for success.

Learning Objectives

After completing this course, your frontline managers will be able to:

- Take responsibility in developing their direct reports
- Diagnose employees' development needs and then adapt their leadership style to meet those needs
- Partner by creating a side-by-side relationship where both parties are mutually influential
- Understand how effective leadership can provide high levels of performance and employee satisfaction
- Transfer newly learned skills to partner with their people on a journey that can transform basic beginners into Self-Reliant Achievers

Workshop Format

This program is offered in a two or three day format. Please contact us to discuss how to tailor it to your organization.

For More Information:
Contact us at (413) 527-6816 or
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visit www.boldnewdirections.com