

FIRST LINE LEADERSHIP

Coming
Spring 2010!

Developed by the Workforce Development Industrial Advisory Committee.

First-Line Leadership was created to teach practical Leadership principles that inspire individuals to reach for higher levels of success.

Individuals may enroll for all seven modules of the First-Line Leadership Certification Program for \$1275 or individual modules can be attended for \$149 for one-day modules or \$279 for two-day modules. All modules are from 8 a.m.-5 p.m. and include lunch.

Module 1: Traits of Leaders

Two-day course which focuses on the importance of leadership in achieving long-term organizational success. Topics include qualities of good leaders, roles of leadership, goals, time management, managing change as a leader and personality types.

Module 2: Communicating Effectively & Training Employees

Two-day course which explores the role of good communication and interpersonal relationships. Topics include listening skills, oral and written communication techniques, importance of documentation and meeting facilitation.

Module 3: Respect & Responsibilities of a Leader

One-day course which focuses on the responsibilities of a leader involving issues of sexual harassment, building a harassment-free workplace and other legal issues.

Module 4: Managing Conflict

Two-day course which focuses on identifying causes of organizational conflict and resolving the conflict. Topics include dealing with difficult people, conflict management styles and leading others through conflict.

Module 5: Decision Making & Problem Solving

One-day course that explores the process of decision making. Topics include conquering key moments, personal accountability and responsibility, and a systematic approach to solving problems.



Module 6: Building & Leading a High Performance Team

One-day course that develop the infrastructure of a high performance team through developing a charter, understanding customer requirements, diagramming work flow, setting goals, and clarifying roles.

Module 7: Leadership Training Capstone & Certification

One-day capstone course concluding leadership training and teambuilding. Graduates of the First-Line Leadership Certification Program will make a short presentation on what they have learned and how it has benefited their organization at 4 p.m. that day. Workplace representatives are invited to attend.

To find out more about the
First-Line Leadership Certification Program
Contact the
LSC-O Workforce Development Department
(409) 882-3321