Frontline leaders must learn how to meet the demands of leading work while doing work. This program offers you a practical understanding of basic leadership skills, work values, organizational responsibility, and trust and relationship building.

Learning Objectives:

- Recognize and understand your role as a frontline leader.
- Identify ways to influence others to want to work with you.
- Build and maintain trust and respect in relationships.
- Use effective motivational techniques to achieve greater results.

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- New and experienced frontline leaders from office, manufacturing, and service organizations
- Individuals who provide leadership, direction, and guidance to a work group but not officially “management” employees

CEUs: 0.7 (7 hours)  
HRCI Credits: 7 HR (General)  
SHRM: 7 PDCs


Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.
• Discuss common leadership dilemmas and possible solutions that work for you
• Explore the link between trust and respect
• Outline ways for leaders to tap into what motivates their team
• Review what employees want from those who lead them
• Identify the power that praise and recognition can have, when done well
• Explore the Pygmalion effect and how you can leverage it as a leader

“This class gave me skills I will be able to apply every day. It was informative and helpful.”