Frontline Leadership Certificate Series 1

Motivation and Trust Building

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.

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

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

Learn. Grow. Succeed.

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.

www.mranet.org **800.488.4845**

WISCONSIN 262.523.9090 | MINNESOTA 763.253.9100 | ILLINOIS 847.963.9860 | IOWA/WESTERN ILLINOIS 309.764.8354

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Course Outline

- **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."