

Capstone: Tools for Success

Frontline Leaders must influence employees to get the job done, usually without official power. This program is the capstone course for the *Frontline Leadership Series*: integrating the concepts from motivation, trust building, communication skills, training, and conflict management to focus the leader on gaining cooperation, fostering teamwork, and building collaboration to meet organizational objectives.

Learning Objectives:

- Describe the results you are responsible to deliver to your organization.
- Effectively engage your work group to achieve improved results.
- Model effective communication skills.
- Apply coaching skills and mindset to improve others' performance.
- Assess a hands-on interactive case study and prescribe strategies learned in the series.

Prerequisite:

- This is a capstone course—completion of *Frontline Leadership 1 through 4* is required.



CEUs:

0.7 (7 hours)

HRCI Credits:

7 HR (General)

SHRM:

7 PDCs

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- New and experienced frontline leaders from office, manufacturing, and service organizations.

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

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Course Outline

- **Discover how to strengthen the alignment between your work group and the priorities of upper management**
- **Develop SMART communication in order to give clear job instructions and direction**
 - ◆ Specific, Measurable, Achievable, Relevant, and Time-based
- **Examine the components of 'Coaching in the Moment'**
 - ◆ Use simple coaching questions to guide employees to become more confident, self-sufficient, and accountable
- **Explore a case study that connects and applies the leadership skills presented throughout the entire series**

“ I plan on using most of the tools I learned over the course of this series. Today's activities helped me put everything into perspective. ”



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