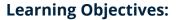
Frontline Leadership Certificate Series 5

Coaching With Confidence

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*: New skills for coaching and delivering results will be introduced and integrated with concepts from the first four sessions. Participants will practice new skills for coaching and complete a case study that incorporates 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.



- Describe the results you are responsible for delivering that align with organizational goals.
- Effectively coach your work group to achieve improved results.
- Develop effective questioning skills.
- Apply coaching skills and mindset to improve others' performance.
- Assess hands-on interactive case study and prescribe strategies learned in the series.



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
- 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.

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Course Outline

- Discover how to strengthen the alignment between your work group and the priorities of upper management.
- Define coaching and the benefits of effectively coaching others.
- Examine the components of "Coaching in the Moment" and "Sit-down Coaching" and when to use each type.
- Develop coaching questions and verbally practice the skill to guide others to become more confident, self-sufficient, and accountable.
- Practice effective techniques for coaching up to your boss.
- Analyze 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.

