

# Frontline Manager™

## Category and Courses Marketing Kit

Training in the core skills that build powerful frontline leaders



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# I. Course Summary Descriptions

## Frontline Manager

Frontline Manager™ offers affordable, easy-to access, quality training for those that sit at the very first level of management across a company's business operations and functions.

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### Frontline Manager™ Certificate (34 hours)

The Frontline Manager™ certificate and courses were developed to offer vital training in core managerial skills to first-level managers. With a focus on topics such as supervision, coaching, leadership styles, navigating organizational culture, and time management, the courses are designed to help frontline managers develop into true leaders within an organization.

**Estimated length: 34 hours**

**Access Time: 365 days**

**Credits: 3.4 IACET CEUs / 24 HRCI Credits / 24 SHRM PDCs**

### Frontline Manager™: Coaching

Frontline managers have many different responsibilities in their role within a business organization. They coordinate work schedules, create and implement action plans, prioritize problem-solving, all while keeping team morale and motivation high. As a frontline manager, you will be responsible for coaching employees to improve their work habits, overcome specific obstacles, or collaborate better with colleagues.

In this course you will explore how coaching employees is a vital part of management in any organization. We'll discuss the differences between coaching and mentoring, identify common coaching challenges, review the GROW model, explain the importance of active listening and setting SMART goals, and discuss how to monitor progress and provide feedback.

**Estimated length: 2 hours**

**Access Time: 90 days**

**Credits: 0.2 IACET CEUs / 2 HRCI Credits / 2 SHRM PDCs**

## Frontline Manager™: Progressive Discipline

Progressive discipline is a process for handling workplace issues by providing opportunities for employees to correct problems through a series of increasingly severe sanctions. Progressive discipline is considered a best practice because it is corrective rather than punitive and tailored to the seriousness of the issue. This course will provide Frontline Managers with the skills necessary to implement and manage an effective progressive discipline program at their organization.

**Estimated length: 2 hours**

**Access Time: 90 days**

**Credits: 0.2 IACET CEUs / 2 HRCI Credits / 2 SHRM PDCs**

## Frontline Manager™: Introduction to Supervision

This course, aimed at aspiring supervisors and companies that want to improve their employees' supervisory skills, is designed to help a worker make the transition from individual contributor to a supervisor who oversees the work of others. Self-paced and highly interactive, the course details the fundamental nature of a supervisor's role and the basic management principles that apply to it. It also provides a close look at seven skills that are essential to any supervisor's success: managing time and priorities; communicating; organizing the work and setting goals; managing relationships; resolving conflict; organizing the work; and managing performance. Learners will also have a chance to assess their own supervisory skills and get practical tips on dealing with upper management.

**Estimated length: 6 hours**

**Access Time: 90 days**

**Credits: 0.6 IACET CEUs / 6 HRCI Credits / 6 SHRM PDCs**

## Frontline Manager™: Better Communication

Almost everything that happens in the workplace requires some form of communication. Frontline managers have to communicate with the workers they supervise, with their colleagues in management, and with their bosses in the executive suite. Being able to communicate clearly and effectively is a vital skill for any frontline manager. This course provides a brief introduction to communication theory, but the main emphasis is on practical approaches to communicating in the workplace. Topics include verbal and nonverbal communication; how to develop a clear message; how to tailor your message to suit your purpose; how to communicate down, to the workers who report directly to you; and how to communicate up, to your bosses in senior management.

**Estimated length: 2 hours**

**Access Time: 90 days**

**Credits: 0.2 IACET CEUs / 2 HRCI Credits / 2 SHRM PDCs**

## Frontline Manager™: Leadership Styles

What kind of leader are you? Under what conditions does your natural leadership style work well? In this course, you'll identify your own leadership style and learn how to build on your strengths to improve areas of weakness. The course lays out four effective leadership styles and two problematic ones as well as when to deploy each kind of leadership. You'll learn how to build the emotional intelligence that underlies all effective leadership and the best ways to approach conflict.

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 HRCI Credits / 3 SHRM PDCs**

## Frontline Manager™: Time Management

While the specific duties of a frontline manager will vary depending on the industry in which they work, one skill that all frontline managers need to master is time management. Frontline managers need to be skilled at managing both their time and company time. Specifically, successful frontline managers must learn to optimize how their direct reports spend their time to improve efficiency and productivity.

In this course, you will learn how to become more effective by employing time management and scheduling techniques. The concepts covered in this course will discuss how to plan, organize, and prioritize your schedule, as well as the schedules of those you manage. You will learn what tasks to delegate and how to address procrastination, and how making time management a priority is the first step to keeping on task and managing a productive schedule.

**Estimated length: 2 hours**

**Access Time: 90 days**

**Credits: 0.2 IACET CEUs / 2 SHRM PDCs**

## Frontline Manager™: Teams and Groups

Managing a team or group requires a different approach to managing individuals and a skillset appropriate for the unique challenges groups and teams present. In this course, we'll distinguish between teams and groups, and explore the ways that both are used in modern business. You'll learn to recognize how teams come together and make decisions. This course will help new managers build a good team, empower it, resolve conflicts within it and how to jumpstart the team's creativity.

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 HRCI Credits / 3 SHRM PDCs**

## Frontline Manager™: Work-Life Balance

Finding a healthy work-life balance—knowing the right amount of time to devote to your work, to your family, and to yourself—has never been easy, especially for those in managerial positions.

This introductory course is meant for frontline managers, or aspiring frontline managers, who recognize work-life balance as a skill and want to improve their ability to create this balance. This course looks at methods and techniques to reconcile work and family. You will also consider the question of personal fulfillment and the needs and demands of leadership.

**Estimated length: 2 hours**

**Access Time: 90 days**

**Credits: 0.2 IACET CEUs / 2 HRCI Credits / 2 SHRM PDCs**

## Frontline Manager™: Navigating Your Organizational Culture

No two organizations are the same. Each one has its own distinctive organizational culture: the rules, both written and unwritten, that govern how employees interact and how they do their jobs. Frontline managers play an important role in maintaining their organization's culture. It's up to them to make sure the people they supervise are aware of the values, norms, and customs that define their workplace. This course is designed to help new managers understand and adapt to the culture of their workplace. Topics include the difference between culture and organizational climate; the relationship between communication and culture; the importance of leadership; the role of frontline managers within the culture; and how to recognize and address a toxic workplace culture.

**Estimated length: 2 hours**

**Access Time: 90 days**

**Credits: 0.2 IACET CEUs / 2 HRCI Credits / 2 SHRM PDCs**

## Frontline Manager™ Simulation: Leading a Team at Dragonfly

This simulation course is designed to challenge and engage you while you apply your knowledge of management best practices to real-world scenarios. During the simulation, you'll experience your first three months as the newly promoted frontline manager for Dragonfly Service's sales team. You'll experience the ups and downs of coaching, mentoring, conflict resolution, and change management. Along the way, you'll manage relationships at all levels, practice open communication, set SMART goals, and more, honing your skills as a frontline manager.

**Estimated length: 10 hours**

**Access Time: 90 days**

**Credits: 1 IACET CEU**