

# Leadership Skills & Style Development for Front Line Leaders



**2017 Session Dates**  
Sept. 27-29, 2017

**Location**  
Ann Arbor, MI

**Registration Contact —**  
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**Tuition**  
\$1275.00

**Includes:**  
**Instructional Material,**  
**Assessments,**  
**Post Session Coaching**

## **Overview**

Leadership Skills & Style Development (LSSD) is designed around proven leadership tools, skills and concepts. The goal of LSSD is to assist your managers and frontline leaders in better matching their leadership approach to the performance needs of the organization and the maturity, motivational and skill levels of their associates. LSSD incorporates three focus areas of Work unit Performance Improvement, Personal & Interpersonal Skills, and Leading & Managing Others into the learning process and provides participants with the insight and hands-on skill practice needed for personal improvement.

### **Work Unit Performance Improvement**

- ◇ Learn to isolate and improve critical factors that impact employee performance and moral.

### **Personal Style & Interpersonal Skills**

- ◇ Strengthen communication effectiveness, assertiveness building rapport, listening skills and effective nonverbal communication.

### **Leading & Managing Others**

- ◇ Specific concepts, tools and techniques aimed at gauging the needs of associates and delivering the most effective form of leadership: Direction, Coaching, Counseling/Participating & Delegating-Situational Leadership.

## **Take Aways**

The LSSD Program for Developing Front-line leaders is an application and output driven workshop ensuring you leave with:

- ◇ A deeper insight into yourself as a leader and what's important for your success.
- ◇ Knowing exactly how to improve the factors that impact associate performance, including how to lead & manage.
- ◇ An understanding of when, how and with whom to apply the appropriate leadership approach.
- ◇ The tools, assessments and reference manual to ensure on-the job implementation of the improvement plans created during the workshop.

## **Who Should Attend**

Leadership Skills & Style Development is designed for managers, program managers, team leaders and frontline leaders; key people on the frontline of leadership having a good deal of personal, face-to-face interaction with team members and colleagues. The goal is to provide participants with the leadership, team and personal skills so you can have a positive impact on others and on performance.

## **What You Can Expect**

This is a high involvement, interactive, applied and personalized learning experience. You'll spend the majority of time focusing on what's important to you, your future and your company — not theory.

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