

## Front Line Leadership

**Course Length:** Custom

**Delivery Style:** Face to Face - Preferred

**Required Courses:** Catalyst Leadership, Clarity in Communication & Systems Thinking

**Audience:** Existing or Prospective Front Line Leaders

This course is appropriate for those team members who are or will be entering into a front line leadership role. It is ideal for those individuals who are new to leadership and need to develop strong foundational habits. It is awareness and application based with a focus on achieving consistently improved outcomes through proven soft skills techniques and tools.

### Suggested Course Outline:

1. **Catalyst Leadership & Shifting from Operator to Leader – 4 Hour**
2. **Power of Habit & Commitment to Lead– 4 Hour**
3. **Systems Thinking & Your Role in Retention– 4 Hour**
4. **GTD: How Habit Drives Productivity – 4 Hour**
5. **Clarity in Communication – 4 Hour**
6. **The Accountability Method & Coaching for Achievement – 4 Hours**
7. **Employee Engagement & Union Avoidance – 4 Hour**
8. **ADA and Reasonable Accommodations & Policy Overview – 4 Hours**
9. **Change Management & Implementation and Sustainability – 4 Hour**
10. **The One Page Business Plan – 4 Hours**
11. **Emotional Intelligence**
12. **Conflict Resolution**
13. **Effective Interviewing & Fair Evaluations**
14. **Investigations & Defining Delegation**

CATALYST NORTH  
FRONT LINE LEADERSHIP ACADEMY



## EMPOWER YOUR PEOPLE TO PUT THEIR KNOWLEDGE AND EXPERTISE TO WORK

The latest research show us that **60%** of today's leaders have never been trained, and yet they are directly responsible for leading **80%** of the workforce.

Great operators and top frontline staff tend to draw attention to themselves through strong work ethic, effective process knowledge & consistent success. And while those behaviors are foundational for being a great *Employee*, they do not prepare the individual to be a great *Leader*.

**The Catalyst North Front Line Leadership Academy** is designed to prepare your new, emerging and prospective front line leaders to engage confidently and effectively in their role. Graduates of this program will have a foundational understanding of key applied leadership topics designed to help them build effective leadership habits that promote team success and support a healthy team environment.

### Academy Overview

The Catalyst North Front Line Leadership Academy is a combination of key topics designed resonate with new and emerging leaders. Organizations have the freedom to choose the most relevant blend of concepts to fit their unique needs and team.

### The Academy Includes:

#### Catalyst Leadership – Required Course

We spend a lot of time talking about leadership, but what does that *really* mean? Catalyst Leadership is designed to be the kick-off class for your leadership academy. It lays out the need and application for strong leadership along with the pillars of becoming a catalyst leader. In this class we will outline:

- The foundational leadership equation of Commitment + Trust = Quality
- The importance and impact of changing your approach.
- The vital need for leaders to expand their perspective if they hope to lead well.
- The idea of a leader as a “catalyst” and what that mind set does for your team as a whole.

For More Information Contact:  
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## Course 1: Catalyst Leadership & Shifting from Operator to Leader

Leadership is about people. It is about learning your team and finding ways to connect with, inspire and engage them on a daily basis. Right now, the number one criteria for advancement in the US is tenure. Meaning that if you sit in a chair long enough, you are likely to advance in your career. But does this mean that you are *READY* to lead? Unfortunately, not.

A Catalyst Leader understands that this shift means more than a changing title. It means changing your focus from the individual to the team as a whole. Not only their actions, but their needs and their achievements. Because true leaders understand that success is not about themselves. It is about empowering others to perform at their highest levels of achievement.

## Course 2: Power of Habit & Commitment to Lead

Research shows that up to half of our waking hours are spent engaged in habit. The problem is that we don't realize it! What's even scarier is that studies show that when engaged in habit-based behavior, brain activity drops to the equivalent of being asleep! Meaning that whether we realize it or not, much of our day is spent on auto pilot. If we want to take control of our time, we must be able to first recognize our habits and then ensure that they are serving our goals rather than hindering our growth.

Are you committed to your team? Don't shrug that off, stop and think about it for a moment. Are you willing to work harder than everyone else to ensure your team is able to succeed? Are you able to shoulder the burdens of leadership so your team can succeed? In short, are you ready to do the hard things that set others up for growth and achievement? Because at its core, that is what leadership is all about. If the leader is not committed, then what should be expected of the team? It's an important question and one we will work through in detail as we define what it means to have a commitment to lead.

## Course 3: Systems Thinking & Your Role in Retention

If you were to draw an organization and the links between individuals, departments, outcomes and concepts you would find that your image closely resembles a type of web or tangle rather than the straight-line design most of us draw in our heads. Why? Because each part is connected and intertwined even at the most basic level. And yet, this concept of systems thinking is often one of the most difficult for new and even seasoned leaders to embrace. It's a mindset shift, subtle and yet impactful, that can define our success or failure. In this class, participants will learn the basic principals of systems thinking as they begin to lift their heads from the task in front of them and see how their actions affect the organization as a whole.

Research shows that in 2020 78% of all turnover was preventable. Couple this with the reality that it costs an average of \$15,000 to replace a single employee earning \$40k and the potential is quickly evident. From lost tribal knowledge to a breakdown in productivity, it is vital that turnover be minimized to improve effectiveness and optimize production capabilities. Employee Engagement breaks down the issue of turnover and looks at what causes good employees to leave. The reality? People leave people. Learn how to become the leader that holds their team together rather than driving them away and constantly starting over.

## Course 4: GTD: How Habit Drives Productivity

The success of critical projects and programs requires the skill, energy, and focus of every team member. Research shows that when just one or two team members make even small fumbles (miss deadlines, fail to make critical handoffs, work on the wrong priorities, or forget tasks), team productivity is cut by an average of 24 percent. However, teams that have a shared process for managing and executing work foster cultures of trust, engagement, and execution.

Getting Things Done® (GTD®) Training teaches skills to manage the constant flow of requests, tasks, and interruptions people face at all levels of the organization. By learning how to capture, clarify, and organize incoming requests, people are more likely to make strategic decisions about where to invest their time and energy, focus on the right priorities, and prevent critical projects from slipping. They are also less likely to experience stress and burnout.

## Course 5: Clarity in Communication

Leadership is a multi-dimensional, dynamic approach to working with people. It requires a commitment to growth and a learning mindset that allows each leader to constantly challenge themselves to develop their own skill sets. However, if we were to boil it down to one foundational skill that is absolutely necessary for effective leadership, communication would always stand strong at the top of the list. The argument could even be made that strong leadership is the

## **Course 6: The Accountability Method & Coaching for Achievement**

“Provide support for the individual without removing accountability for their actions.” This is the central phrase and idea of The Accountability Method. As leaders we are often faced with key conversations that have the potential for large and impactful outcomes. Knowing that we must prepare our front line leaders to approach these interactions with confidence and skill. In this course participants will learn the Accountability Formula as well as how to diagnose which type of issue they are facing. The result is improved outcomes and relationships along with a consistent team dynamic.

Coaching is different from any other type of leadership in that there is one crucial thing a coach can never do. They cannot do “it” for you. No matter the sport, topic or skill, a coach can provide guidance, training, support and encouragement but they can never step onto the field and play the game for their team. Instead, they must learn how to inspire action and movement in others in a way that drives results. Building on the skills learned as a Catalyst Leader, Coaching for Achievement guides us through how to create movement in those around us without stepping in and taking over for ourselves.

## **Course 7: Union Avoidance**

Unhappy employees seek options. This is the reality of unions. If your workforce feels unheard and unrepresented, it can lead them to seek representation in the form of a union. However, the reality of working with unions is that in many cases they create more problems than they solve. For both the employee and the organization. Learn how to avoid unionization by creating and facilitating a positive working environment that embraces open communication and rewards those who invest in their organization and their team.

## **Course 8: ADA and Reasonable Accommodations & Policy Overview**

Info from Miller – Specialty course

## **Course 9: Change Management & Implementation and Sustainability**

People always talk about change, and how difficult it is to move their teams from long held behaviors to new approaches and ideas. After years of research, we have found that change isn't the problem. This Change Fallacy leads many new leaders down a path of frustration and failure. But by letting go of two flawed assumptions we are able to understand where we stumble and approach the concept of change in a very different way. It is the implementation & sustainability behaviors within change that define success and failure. In this class participants will learn how to create an effective Implementation Plan to simulate the change process and then how to support new behaviors long term as they work to sustain the change into habit.

## **Course 10: The One Page Business Plan**

Have you ever felt like you had a great idea for your Department or Shift? Like you had a vision or goal but you had absolutely no idea how to turn your thoughts into action? You are not alone. Most of us have great ideas, or are assigned tasks, that they truly want to achieve, but do not know how to present it or even get started. In this course you will learn how to break down the planning process as you move from concept to actionable steps. Each participant will leave the session with a one-page business plan they can either put immediately into action or pitch to their leadership for consideration.

## **Course 11: Emotional Intelligence**

Did you know that there are over 3,000 words in the English language for feelings? Feeling are the individual's interpretation of the facts they process daily. Too often leaders are quick to discount feelings as unnecessary hinderances to productivity, yet this is a mistake. Discounting the emotion discounts the person which leads to discontent and eventually turnover. Emotional Intelligence is a learnable, measurable, scientifically validated skillset that fuels better effectiveness, relationships, wellbeing and quality of life.

## **Course 12: Conflict Resolution**

Conflict is an inevitable factor of leadership. We cannot afford to ignore it and yet how we approach it can define us as it quickly becomes our legacy. In this course participants will learn how to identify early sources of conflict as they seek to resolve the problem at the root. Our goal is to stop treating symptoms as we identify and eliminate problems and obstacles right at the source. Additionally, participants will continue building on their communication skills as they learn how to confidently approach conflict in a humble yet effective way.

## **Course 13: Effective Interviewing & Fair Evaluations**

Info from Miller – Specialty course

## **Course 14: Investigations & Defining Delegation**

Understanding how to complete an effective investigation is a key leadership skill. Just as vital is knowing when you as the leader should engage versus when you should reach out to others for assistance. This course will focus on how to complete a basic investigation as well as documenting the event and communicating all aspects effectively. Participants will learn how Miller's investigative process works and how they fit in to the strategy as a whole

“But I told them to do it.” A simple, yet profound statement that has served as justification for missed deadlines and flawed implementations for leaders of all levels. This statement is based on two flawed assumptions. First, that people listen. And second, that they understand. Learn how to pair effective communication strategies with well developed plans in a way that drives success. Real delegation is not about assigning tasks. It about strategically leveraging all of your resources in a way that empowers your team while also maximizing their effectiveness.