

“Leadership is based on inspiration, not domination; on cooperation, not intimidation”  
-William Arthur Wood

“When aligned around shared values and united in a common vision . . . ordinary people accomplish extra-ordinary things.”  
– Ken Blanchard

## Frontline Leadership and Coaching

### Purpose

To develop the appropriate attitude, knowledge and skills necessary to drive high performance teams and individuals

### Objectives

Participants completing *Frontline Leadership and Coaching* will be able to

- Understand the impact of management effectiveness research
- Use an appreciation of the human learning process in order to be more effective as a coach
- Apply an enhanced to instruct and train
- Learn how to read the behavioral styles of others in order to predict future behavior
- Generate greater motivation through an understanding of team members' goals and fears
- Make the best use of the manager's behavioral style strengths
- Develop a template and process for identifying sales and service personnel strengths and areas for improvement
- Distinguish between joint calls and coaching calls and how to conduct pre- and post-call conversations
- Be more skillful, using questioning strategies, giving feedback, conducting coaching conversations and instituting disciplinary action
- Build action plans for performance improvement

### The Training

Classroom format 16 Hours

Realistic video

Rigorous skills practice

Immediate applications

