

# Frontline Leadership

1 day

## Description

This ILT Series course teaches students how to deal with difficult employees. Students learn about the characteristics and sources of difficult behavior, effective techniques to prevent difficult behavior, and effective communication methods. Students will learn the importance of managing knowledge, conducting assessment interviews, asking for employee input, and providing continuing education opportunities for employees. Course activities also cover the affects technology has on the exchange of knowledge and how to use different types of communication technology. Finally, students examine workplace culture and how to lead employees through culture changes as well as tips for fostering a positive work environment, addressing negativity, and inspiring employee innovation.

## Prerequisites

- *None*

## Course Outline

### ***Unit 1: Frontline leadership***

Topic A: Learning organization

Topic B: Roles of a frontline leader

Topic C: Frontline leadership skills

### ***Unit 2: Managing knowledge***

Topic A: Knowledge management

Topic B: Knowledge exchange

Topic C: Technology used to exchange knowledge

### ***Unit 3: Workplace culture***

Topic A: The workplace

Topic B: Styles of frontline leadership

Topic C: Innovation