

## **Front Line Leadership**

August 17 and 18, 2010 – Rolling Meadows, IL

*“The trainer is very passionate about his program and always kept my attention.” “Self evaluations were very beneficial in teaching us about ourselves as well as how we relate to our team members.” “The course taught me how to be a team player and how to be a leader, not a boss.” Comments from recent attendees.*

**The challenges of supervision today are distinctly different than a decade ago. Being the “Supervisor” (an individual who oversees the activities of others) isn’t the definition that works in contemporary workplaces. Being a Leader is much more effective today than being a “Boss”.**

### **Course Outline**

#### **The Role of Front Line Leadership**

Learning Objectives:

- Learn the Difference Between Leader and Supervisor
- Identify Areas for Development and a Plan for Addressing those Needs

Key Learning Points:

- Personal Skills Assessment
- Today’s Challenges as a Front Line Leader

#### **Communication and Performance**

Learning Objectives:

- Understand Goal Setting and Develop Feedback Skills
- Develop Coaching Skills and Build Personal Communication Skills

Key Learning Points:

- Common Reasons Managers Avoid Coaching
- Detail the Relationship Between Goals and Performance

#### **Managing Difficult Situations**

Learning Objectives:

- Understand the Costs that Conflict has on an Organization
- Develop Different Conflict Management Strategies

Key Learning Points:

- Using Appropriate Conflict Resolution Skills
- Coping with Difficult People and Situations

#### **Leading and Building Teams**

Learning Objectives:

- Learn the Three Critical Elements of Successful Teams
- Clarify the Roles of Team Leadership and Team Membership

Key Learning Points:

- Group Decision Making and the Group Process

### **Who Should Attend**

Front Line Supervisors  
General Foremen

Shop Floor Supervisors  
Manufacturing and Operational Personnel with Direct Reports

Plant Managers

The course will begin at 8:00 a.m. on Tuesday, August 17, 2010, with the program ending by 4:30 p.m. on Wednesday, August 18. The dress code for this program is business casual.

**Front Line Leadership – *New Course***  
August 17 and 18, 2010 – Rolling Meadows, IL

*Trainer Tony Tomanek's unique background in front line supervision has provided him with the invaluable experience in understanding how people at all levels of an organization relate to issues. Tony's training experience includes: U.S. Steel Gary Works, Olympic Steel, ArcelorMittal and Republic Engineered Products, to name a few.*

Please print your name exactly as it is to appear on your badge. **Photocopy form for additional attendee(s).**

Name: \_\_\_\_\_ Badge Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Web Site: \_\_\_\_\_

Special Dietary or Physical Needs: \_\_\_\_\_

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Register on-line at [www.msci.org](http://www.msci.org) to receive a \$200.00 discount.

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Full refunds will be provided for cancellations received in writing before July 20, 2010. Cancellations received by August 3, 2010 will receive a 50% refund of all fees paid. After that date, no shows and cancellations will not be eligible for refunds. Substitutions may be made at any time. MSCI reserves the right to cancel any course with insufficient enrollment. Email cancellation or substitution requests to Doug Haumiller at [dhaumiller@msci.org](mailto:dhaumiller@msci.org) or 847-485-3005.

**Register On-line**  
**Save \$200**  
Per Person