

Front Line Leadership Program

Skills to Support a Continuous Improvement Environment

Today's front line leaders need skills to engage their people, involve everyone in Continuous Improvement(CI) and innovation, coach their employees, and create an agile and committed workforce in order to achieve their business goals. The Front Line Leadership course helps participants develop the skills to create a high performance culture and lean thinking. The workshops in this course are dynamic and interactive and are supported by coaching with a facilitator and mentoring. Participants from a variety of industries learn from one another as they practice applying the techniques learned in the course.

Upon completion of this program, participants will have covered off the following components:

		Objectives	Content
Day 1	Program Launch	<ul style="list-style-type: none"> Ensure familiarity, support, and alignment of all parties to the program 	<ul style="list-style-type: none"> Program Description Mentor Orientation Discussion of personal objectives Getting the mentor relationship started
	Lean Thinking	<ul style="list-style-type: none"> Participants understand concepts and business advantage of a Lean Environment 	<ul style="list-style-type: none"> Overview of Lean Thinking Practice with Visual Management tools
Day 2	Communicate to Lead	<ul style="list-style-type: none"> Understand the various communication styles & the importance of communication as a leader Apply communication techniques to engage others 	<ul style="list-style-type: none"> Communication styles Active listening Clear communication techniques
	Performance Management	<ul style="list-style-type: none"> Understand elements of managing performance in a CI Environment Apply techniques to improve the Leader's ability to enhance employees' performance 	<ul style="list-style-type: none"> Setting effective goals & objectives Delegating effectively Identifying sources of performance gaps Addressing performance gaps
Day 3	Coaching for Continuous Improvement	<ul style="list-style-type: none"> Understand FLL's role as a coach in a CI Environment Apply feedback techniques & a coaching tool for employee development 	<ul style="list-style-type: none"> Traits of a good coach Sources of motivation Providing feedback for development Using the art of questions to elicit commitment
	Dealing with Differences	<ul style="list-style-type: none"> Incorporate strategies for resolving conflict and encouraging diverse ideas & styles in order to enhance employee engagement 	<ul style="list-style-type: none"> Encouraging diversity Dealing with difficult people Sources, stages, and styles of conflict Preventing escalation
Day 4	Continuous Improvement Through Teams	<ul style="list-style-type: none"> Understand the roles and function of a high performance team in a CI Environment Improve FLL's ability to lead team meetings that engage employees & move action forward 	<ul style="list-style-type: none"> Assessing areas of team effectiveness Adapting your leadership to different stages of team development Tools for time efficient team meetings
	Problem Solving	<ul style="list-style-type: none"> Understand the potential for team problem solving in creating a Lean Environment Begin to apply some preliminary approaches and tools for team problem solving 	<ul style="list-style-type: none"> 6 steps in problem solving Root cause analysis Basic problem solving tools – Why technique, brainstorming, cause & effect, pareto, A3 PDCA Presenting recommended counter measures
Day 5	Culture & Change	<ul style="list-style-type: none"> Understand importance of culture in sustaining process improvements Apply strategies to help people through stages of transition 	<ul style="list-style-type: none"> Creating a CI culture Principles of change management FLL's as change agents
	Leadership	<ul style="list-style-type: none"> Understand their role as leaders in creating a lean culture Incorporate leadership habits into FLL's standard work 	<ul style="list-style-type: none"> Traits & habits of effective leaders Leadership styles for engagement Building a culture of accountability
Day 6	Celebrate Success	<ul style="list-style-type: none"> Share learnings to enhance impact for all participants Determine next steps to sustain learnings & cultural change 	<ul style="list-style-type: none"> Mentors' presentation of their Leader's development Progress & measurement Leverage learning

For Enrollment Information and to find out how to make this training happen within your own organization...
High Performance Solutions Inc. ~ www.hpsinc.ca ~ Phone 519-893-6260 ~ info@hpsinc.ca



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