Leading the Frontline

Who Should Attend?
This program is ideal for current supervisors, managers, as well as emerging leaders.

Application Process
Admittance to this program is by *nomination* and approval from your manager. Follow these steps to apply:

1. Meet with your manager to discuss the program and the support that he/she agrees to provide.
2. Complete accompanying application and return to Laura Erkeneff at laura.erkeneff@ucsf.edu
3. Applicants will be contacted for a brief informational phone interview.
4. Selected candidates will be notified of their acceptance into the program within 72 hours of the interview.

Note: Foundations of Leadership alumni should contact Laura before applying to the Leading the Frontline series.

Fee: $300

Overview
This program is offered through the *Learning and Organization Development Department*. It is a five-session series that explores the core competencies essential for success in a frontline leadership role. Participants will have an opportunity to strengthen their skill set in a safe environment as well as practice their skills on the job.

Series Objectives
In this five-session series, participants will:
- Explore the different dimensions of the supervisory and management roles at UCSF.
- Strengthen communication skills to have impact in a variety of work situations.
- Build stronger performance management skills.
- Acquire delegating strategies and techniques that position your staff members for success.
- Practice effective feedback skills to support performance.
- Explore methods to build high performing teams.
- Build a roadmap for sustainable success upon completion of the program.

Dates/Location

January 13, 2016	8:30am - 4:30pm
January 27, 2016	8:30am - 12:30pm
February 10, 2016	8:30am - 12:30pm
February 24, 2016	8:30am – 12:30pm
March 9, 2016	8:30am – 12:30pm

Participants must attend all five sessions*.* Session 1 is a **full day**. All other sessions are only a ½ day. *Specific locations will be provided once you are accepted into the program.*

Course Descriptions

1   ***Your Role As Frontline Leader***
Explore the different dimensions of the frontline leader and the key competencies needed to succeed. Leverage your natural behavioral style to better address challenges and lead your team. Walk away with tools and actions you can use immediately on the job.

2   ***Communicating for Results***
Review the basic components of communication and practice using them to impact your team leadership. Use different communications models to effectively lead your team, as well as communicate up, down, and across the organization.

3   ***Managing Performance***
Learn more techniques for creating an atmosphere of greater responsibility and accountability where staff strives towards standards of excellence. Develop practical feedback and coaching skills to help your team operate at its full potential.

4   ***Delegation and Engagement***
Practice techniques to more effectively delegate tasks and establish performance expectations to drive results. Capitalize on engagement opportunities in day-to-day responsibilities. Improve employee performance and engagement by designing appropriate development plans for you and your team.

5   ***Selecting Top Talent***
Identify and clearly describe the talent needs of your department. Design behavioral-based interview questions and conduct interviews that uncover the answers you need to select the best candidate for the position. Practice behavior-based interviewing techniques in a safe environment.

What previous participants have said about the program:

"I think the whole class was a tremendous help to those up and coming and those who hold leadership positions."

"I found the topics that were discussed were very thoroughly explained and by doing group/partner exercises, it helped to put those topics into play. I will definitely put these things into practice!"

"The entire program was beneficial, all topics were relevant and the team exercises were helpful to provide training on how to interact with my staff."

"I have been able to practice the theory in my office and my supportive supervisor has expressed this series has added to my professional development."