

# Leading the Frontline

## Who Should Attend?

This program is ideal for current supervisors and frontline managers, as well as emerging leaders who are formally designated by their managers to be promoted to a supervisor/management role within 6 months.

## Application Process

To ensure program fit for applicants' development needs, please 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 the application form and submit to:
 

**August-October Program:**  
[Paul.Axelrod@ucsf.edu](mailto:Paul.Axelrod@ucsf.edu)

**October-December Program:**  
[Laura.Erkeneff@ucsf.edu](mailto: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.

**Fee:** \$300

## Overview

This is a five-session program that addresses several competencies essential for success in a frontline leadership role. Participants will have an opportunity to strengthen these competencies in a safe environment, as well as apply their learning on the job.

## Series Objectives

In this five-session series, participants will:

- Explore supervisory and management roles at UCSF.
- Strengthen communication skills for stronger impact.
- Build stronger performance management skills.
- Acquire delegation strategies that position staff for success.
- Practice effective feedback skills to support excellent performance.
- Explore methods to build high performing teams.
- Build a development plan for sustainable success

## Schedule:

Aug-Oct Program Application Deadline: July 13 <a href="#">Application</a> form	Oct-Dec Program Application Deadline: September 12 <a href="#">Application</a> form	Time
August 9, 2016	October 6, 2016	8:30am - 4:30pm
August 23, 2016	October 20, 2016	8:30am - 12:30pm
September 6, 2016	November 3, 2016	8:30am - 12:30pm
September 20, 2016	November 17, 2016	8:30am - 12:30pm
October 4, 2016	December 1, 2016	8:30am - 12:30pm

Participants must attend all five sessions. Session 1 is a **full day**. All other sessions are only a  $\frac{1}{2}$  day. ***Specific locations will be provided once you are accepted into the program.***

# Leading the Frontline

## 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."*