



Your Total Training Resource

ESSENTIAL LEADERSHIP SKILLS FOR FRONT LINE MANAGERS AND SUPERVISORS Virtual Workshop

Today's business environment requires strong leaders. Organizations cannot succeed without a "best in class" leadership team. The demands placed on today's business leaders, managers, and supervisors increase in complexity and intensity daily. Doing more with less, meeting the ever increasing demands of the customer, as well as inspiring individuals to give 110 percent in a day of economic uncertainty are all great challenges facing newly promoted and front line supervisors.

The business reality is that most supervisors are promoted from within the organization. Very rarely are they recruited from the outside candidate pool. Top individual contributors are rewarded for technical expertise and strong performance by being appointed the newest member of the management team. Although in some cases these individuals are born leaders who know intuitively what needs to be done, more often new supervisors require a formalized orientation and introduction to the core leadership requirements expected of them.

This dilemma effects the upper management who selected that strong individual contributor as well. How many times have you said to yourself, "we thought they had the right stuff to become a supervisor, but they've failed dismally"? Did we give them the tools to succeed?

This program will prepare your supervisors for a complete change of responsibilities and offer a plan for the challenges ahead. They will come away with a better understanding of what the boss, peers, staff and company expects of them. The invaluable set of tools in this program will prepare supervisors for their important new role providing greater confidence and success.

As in all Carroll-Keller Group training sessions, specific proven skills will be taught and reinforced. This is not a one day esoteric discussion on leadership. It is a fast paced, invigorating workshop that will leave your supervisors well prepared for the challenges awaiting them.

What will be covered?

- Characteristics of successful leaders
- Setting and achieving goals
- Understanding the difference between leading and managing
- The role of Emotional Intelligence in a Leadership position



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- Creating a positive motivated environment that allows employees to grow
- Effective communication
- Sharing the vision and the role that every employee plays in contributing towards achieving this vision
- Holding people accountable
- Correcting poor performance
- Identifying various Leadership Styles

Who should attend?

This program is specifically designed for newly promoted and front line supervisors.



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Registration Information

Time: This is a 6.5 hour virtual workshop 9am – 4:30pm with 1 hour lunch break.

Pricing: The per person fee for 1-2 participants is \$375.00; for 3 or more the fee is \$335.00 per person.

Other Information:

- The session will be delivered on the Zoom platform so all participants will work from their own workspace and use their own computer. Zoom has video capability but, if the participant's computer is not equipped with a camera, audio will also work.
- To register we will need the name of each participant and their email address.
- **Five (5) days before the date of the session we will send each participant an electronic copy of the course materials. Additionally, we will provide a link of a Meeting ID that when clicked on will allow the participant to enter the training room. Please have participants check their spam/junk folders starting 5 days before the session as often the invitation may end up in that folder- info will come from smalan@c-kg.com.** For those signing up less than 5 days prior, it will be no problem as we will immediately provide this information.
- Participants should enter the Zoom training room at least 15 minutes (8:45 AM) before the start time.
- The session will be limited to 25 participants to allow for, and ensure, maximum interaction, participation and engagement.

To register or for additional information either email, phone or complete the [online registration form](#).

Email/Phone: Ken Keller (kkeller@c-kg.com 847-331-9497) or Darryl Harris (darryl.ckg@gmail.com 630-730-4393) or Sue Malan (smalan@c-kg.com 630-495-0505)

Register online: [Complete form by clicking here](#). If you register online, a confirmation email will be sent to you with next steps and payment details. Please note we accept checks as a form of payment.

[To see a complete list of our current workshops click here.](#)

Customized onsite workshops are also available in person and virtually and are instructor led. Please contact us with any questions.