



the Management Development Institute

business and management education since 1981

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Frontline Leadership

Code: CT92-100

Duration: 1 day

Series: Business Management

Frontline leadership

Learning organisation
Roles of a frontline leader
Frontline leadership skills

Managing knowledge

Knowledge management
Knowledge exchange
Technology used to exchange knowledge

Workplace culture

The workplace
Styles of frontline leadership
Innovation

By completing this course, participants will learn how to:

- ✚ Build a progressive environment in a learning organisation, and understand the responsibilities of a frontline leader.
- ✚ Understand the roles and traits of a frontline leader and how to communicate effectively. Identify the skills required for frontline leadership and conflict resolution.
- ✚ Manage knowledge in a workplace, understand the specifics of a knowledge assessment interview, and conduct an employee knowledge assessment interview. Give suggestions to employees on how to exchange knowledge, encourage employees to exchange knowledge, and understand the obstacles in the exchange of knowledge.
- ✚ Use different technologies for exchanging knowledge, and understand the guidelines for knowledge exchange through electronic media.
- ✚ Understand the factors affecting the workplace culture and the challenges for frontline leadership.
- ✚ Understand the styles of frontline leadership, guidelines to promote a positive atmosphere, and ways to address negative attitudes. Inspire employees to identify the factors affecting innovation and understand how to address failed innovations.

Prerequisites: None