

CDU Short Courses

Frontline Leadership

A 1 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.

COURSE INFORMATION

This course is aimed at frontline managers and supervisors who have a calling for and the responsibility of a leader and are seeking to develop the experience and skills to successfully lead others. Participants will be exposed to a balance between theory and practice in the art of leadership and will gain the confidence to apply the skills they will learn.

This course is designed for supervisors and frontline managers with leadership responsibility.

LEARNING OUTCOMES

Participants who complete this course should be able to:

- Understand different models of leadership and when and how to apply them
- Understand what leadership means in a frontline management context
- Motivate others to achieve outcomes
- Lead decision making processes within the team
- Give feedback on performance to team members

COURSE CONTENT

This course covers the following areas:

- What is leadership, and in particular what is frontline leadership?
- Models and theories of leadership
- What is authority and how is it exercised in a leadership context?
- Understanding the difference between and making the transition from a team member to a frontline leader
- Leaders acting as role models.
- Working to and within an organisation's values
- Leadership organisational performance and KPIs
- Leading teams to achieve outcomes
- Leadership and decision making and implementing the outcomes from decisions
- Giving feedback to team members on their individual performance and the team's performance

FOR MORE INFORMATION CONTACT

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