employees play a critical role to your business; selecting and building your frontline advantage is central to an organization’s business strategy. While strong leaders are invaluable in setting the organization’s vision, strong frontline supervisors and managers are needed to communicate and operationalize that vision. Frontline managers must motivate and bolster the morale of the people who do the work—those ultimately who deliver services to your customers.

Investing in developing frontline talent increases the likelihood of employee retention and engagement, customer satisfaction and productivity. A well-developed frontline workforce serves as potential candidates for management positions for succession planning and talent management.

SUCCESSFUL FRONTLINE MANAGERS:

- **Lead with professionalism and integrity** – they “walk the talk”
- **Organize and plan work and resources effectively**
- **Tackle problems with confidence and handle the unexpected**
- **Take responsibility for his/her decisions**
- **Demonstrate business knowledge and skills and makes sound judgments**
- **Are team oriented, inclusive and coach to support and develop**
- **Inspire others to go the extra mile**
- **Set clear expectations and communicate effectively, and “push for results”**
- **Confront and resolve conflict**

Every year thousands of employees are hired or promoted into their first management role and every year many of them fail. Frontline employees play a critical role to your business; selecting and building your frontline advantage is central to an organization’s business strategy. While strong leaders are invaluable in setting the organization’s vision, strong frontline supervisors and managers are needed to communicate and operationalize that vision. Frontline managers must motivate and bolster the morale of the people who do the work—those ultimately who deliver services to your customers.

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Take the following 10 courses to complete the certification:

1. **Frontline Leadership**
   - (2 hours) $99
2. **Using Your Strengths**
   - (4 hours) $169
3. **Effective Communication**
   - (4 hours) $169
4. **Delivering Great Customer Service**
   - (4 hours) $169
5. **Embracing Change at Work**
   - (4 hours) $169
6. **Prioritizing My Time**
   - (4 hours) $169
7. **Becoming a Team Player**
   - (4 hours) $169
8. **Handling Conflict at Work**
   - (4 hours) $169
9. **Dealing with Difficult People**
   - (4 hours) $169
10. **Professionalism**
    - (2 hours) $99

Certification Cost: $1,550