



Frontline Manager Certificate Program

PROGRAM SUMMARY

Frontline managers and supervisors play a vital role business, supervising the employees who deliver the products and services your valued customers desire.

Investing in talent development, at this critical point, leads to improved supervisor effectiveness and engagement, increasing the likelihood of employee productivity, retention and engagement. A well-developed frontline workforce also provides a greater pool of candidates to fuel your talent pipeline as well as improved customer satisfaction and return business.

Corporate College offers the Frontline Manager Certificate Program to equip upcoming, new, and seasoned supervisors with the tools they need to succeed in their leadership roles. Facilitated by Corporate College leadership experts, participants will grow their abilities and earn their Frontline Manager Certificate upon the completion of ten half-day sessions.

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

Take the following 10 courses to complete the certification:

1. [Frontline Leadership: The Leadership Journey](#)
(4 hours) \$169
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

You can register for each of the above courses individually, or you can register for our one-week [Frontline Manager Boot Camp](#).

Certification Cost: \$1,620