

# Frontline Management

## MICROCREDENTIAL



### DELIVERY

Online; 6 sessions, 2.5 hours/session

### PRICE

\$850

### MORE INFO

[NHTIbtc@ccsnh.edu](mailto:NHTIbtc@ccsnh.edu)

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Being a frontline manager is hard. Meeting organizational demands in an efficient and effective way can be challenging, frustrating, and seemingly never-ending. To succeed, the frontline manager must not only have the technical skills to do the job, but the people skills needed to cultivate and maintain a culture where employees are seen as the most important asset and consistently treated that way.

### Accurate and Proven Methodology

Presented in eight two-hour sessions, this series explores what it takes for a frontline manager to become a frontline leader. You'll learn how to recognize self-awareness, break from the line to manager, consider the success steps needed to supervise well, and transition from manager to leader. The focus is on the soft skills all managers need and the active participation of attendees, readings, and exercises. You'll learn the skills you need to manage people well and get the encouragement to do so.

### About the Instructor

Nick Manolis has spent his career in senior management and consulting roles in the private, public, and non-profit sectors focusing on human resource management, training, development, and facilitation. He has most recently engaged in trainings and development services in healthcare, government, food service, manufacturing, distribution, and education "Helping organizations develop and grow by helping employees develop and grow" fuels his passion and guides his work.

### Microcredential Topics and Schedule

#### The Importance of Human Factors

This session focuses on the importance of how human factors impact your managerial success. You'll assess your values and behaviors and learn to modify and leverage them to positively impact your workplace.

## **Making the Break from the Line to Manager**

Being manager does not guarantee you have successfully “made the break” from the line to a managerial function. This session explores the realities, challenges, potential mistakes, and opportunities and stresses the need to change your mindset to take on the role of a manager. We’ll also see how an employee’s expectations of what a management position requires differs from reality.

## **Supervisory Success Steps**

These sessions look at 11 areas of people management and the practice of soft skills, focusing on communication, consistency, connection, compassion, coaching, fairness, activity, credibility, commitment, firmness, and delegation. You’ll learn the value of these areas in managing people and the strategies and skills needed to do so. You’ll also consider how your human factors help or hinder your ability to effectively execute on these points.

## **Ethics, Courtesy, Civility, and Respect**

This session examines the manager’s role in creating and maintaining a workplace where employees are physically and emotionally safe. Courtesy, civility, respect, voice, ethics, dignity, bullying, and harassment are addressed. You’ll learn that managers must model the behaviors that create a safe harbor and how to do so.

## **Building and Maintaining A Culture of Engagement**

This session takes the concepts of voice and respect and explores what it takes to create a culture of employee engagement. You’ll understand what organizational culture is, how and where it is set, and the critical importance of building and maintaining a culture where employees are sincerely valued. Strategies and actions to create an engaged culture will be presented and discussed.

## **Motivation and Coaching**

Managers should be motivators and coaches; however, many either do not see motivating and coaching as major roles or do not know how to do so positively. This session underscores the vital role managers play in motivating and coaching employees and how to do so in a positive way. Focal points include what really motivates employees, understanding that not everyone is motivated by the same factors, motivational models, and coaching approaches.

## **The Leadership Perspective**

The presumption that managers should be leaders but often are not provides the backdrop for this session. Distinctions between management and leadership are demonstrated and types of leadership are defined. You’ll learn key principles of leadership and the strategies and skills needed to transition from someone that employees “have” to follow to someone that employees “willingly want” to follow. We’ll examine how human factors impact your leadership capacity.

## **NHTI – Concord's Community College**

NHTI is a dynamic public institution of higher learning that provides accessible, rigorous education for students, businesses, and the community. We create pathways for lifelong learning, career advancement, and civic engagement, offering 80+ academic programs to 4,600+ students annually. NHTI is a member of the Community College System of New Hampshire and since 1969 has been accredited by the New England Commission of Higher Education, a nongovernmental, nationally recognized accrediting agency.

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