

PUTTING THE SKILLS TO WORK

REINFORCEMENT ACTIVITIES FOR FRONT LINE LEADERSHIP



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INTRODUCTION

PUTTING THE SKILLS TO WORK is a series of activities that reinforce what you learned in the **Front Line Leadership** training. Each assignment covers a specific topic and involves completing one of the following tasks:

1. Meeting one-on-one with one of your employees to practice a skill you learned in class.
2. Meeting with your team to share information from the class that could benefit them.
3. Completing questions that will challenge you to develop as a supervisor.

Most assignments take no more than an hour of your time. Your commitment to completing these assignments will increase your retention of the material from class, and improve your skills as a supervisor.

ONE-ON-ONES



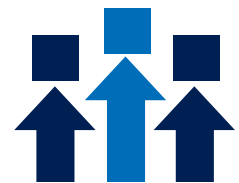
One-on-Ones are informal discussions designed to improve communication between you and one of your employees. These discussions help your employees get feedback about their performance, while providing you with insight into what they need from you to be productive and successful at work.

TEAM SESSIONS



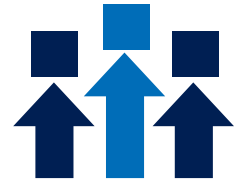
Team Sessions are an extension of your normal meetings. The sessions consist of team discussions that enable you and your employees to discuss important workplace issues such as communication, teamwork, conflict resolution, change, and so on. They benefit you by reinforcing the workshop skills and information you learn in class. They help your employees by teaching them important workplace skills that impact their performance, both on and off the job.

CHALLENGE ASSIGNMENTS



One of the goals of Frontline Supervision is to help you develop in your role as a leader. **Challenge Assignments** enable you to practice leadership skills while challenging you to stretch in areas that are new to you.

ROLE OF THE SUPERVISOR CHALLENGE ASSIGNMENT



CHALLENGE: Create a blueprint of the supervisor you want to be

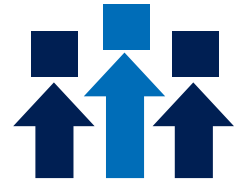
What type of leader do you want to be? How do you want to be perceived by your employees? What are the behaviors that will make you successful leading others? These are the questions every supervisor should ask themselves. In the exercise below, you are to envision how you see yourself a year from now. If you could “design” yourself as a successful supervisor, what would that look like?

Questions:

1. From the list below, check off 5 characteristics that are most important to you as a supervisor- characteristics that you want to develop:

- | | |
|--|--|
| <input type="checkbox"/> Accessible | <input type="checkbox"/> Innovative |
| <input type="checkbox"/> Challenging | <input type="checkbox"/> Integrity |
| <input type="checkbox"/> Competitive | <input type="checkbox"/> Knowledgeable |
| <input type="checkbox"/> Consistent | <input type="checkbox"/> Loyal |
| <input type="checkbox"/> Creative | <input type="checkbox"/> Open-minded |
| <input type="checkbox"/> Dependable | <input type="checkbox"/> Organized |
| <input type="checkbox"/> Decisive | <input type="checkbox"/> Problem-solver |
| <input type="checkbox"/> Disciplined | <input type="checkbox"/> Quality focused |
| <input type="checkbox"/> Diplomatic | <input type="checkbox"/> Respectful |
| <input type="checkbox"/> Efficient | <input type="checkbox"/> Risk-taker |
| <input type="checkbox"/> Expressive | <input type="checkbox"/> Spiritual |
| <input type="checkbox"/> Fair | <input type="checkbox"/> Team focused |
| <input type="checkbox"/> Flexible | <input type="checkbox"/> Trustworthy |
| <input type="checkbox"/> Good communicator | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Harmonizer | |
| <input type="checkbox"/> Honest | |
| <input type="checkbox"/> Humble | |

ROLE OF THE SUPERVISOR CHALLENGE ASSIGNMENT



Questions continued:

2. What does professionalism mean to you?

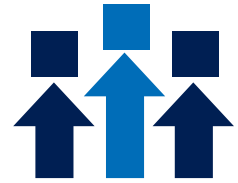
3. What actions do you need to take to be professional with your team, colleagues, customers, and superiors?

4. What supervisory skills do you need to work on in the next month?

5. Who in the organization can mentor you and help you develop these skills?

6. Based on the video **Would I Work for Me?**, what behaviors should I eliminate and which ones should I do more of to be more effective with my staff?

ROLE OF THE SUPERVISOR CHALLENGE ASSIGNMENT



7. Based on your answers, summarize your “blueprint” by filling in key actions and behaviors in the model provided below.

Five Leader Characteristics

Behaviors That Will Show I Am Professional

Behaviors to Avoid

Skills To Develop

Behaviors to Add

Persons Who Can Mentor Me

