

## BUILDING FRONTLINE LEADERSHIP SKILLS: WHERE TO START?

Our first answer is always ... 'it depends'.

Frustrating as that is, copying what others have done probably won't work. But as a manager, a HR person or a 'problem solver' for example, you need an answer! So please, follow this Quest to get your organisation's answer – your pathway with a start point.



Further, you will increase your knowledge of fundamental frontline leader skills and how such skills can be developed. The robustness of your development pathway you arrive at, your hypothesis, will be increased by working through the logical and connected activities within each of the six levels of this Quest. Once practiced you can reliably repeat it again and again.

Level title	Description	Estimate of your time
1. A hypothesis!	You <i>can arrive at a robust hypothesis</i> (even though there are no guarantees).	45 minutes
2. Measuring performance	Narrow down the scope to a focus area and be clear on how success is measured (in that area).	1 hour
3. Frontline leader problems	Typical workplace problems that F/L leaders need to address regularly fall into common categories.	1 hour
4. Where are the opportunities?	Narrow the scope further to key drivers where there will be a benefit to the business.	2:15 hours
5. Drilling deeper	Approach and confirm common causes through which will come 'common opportunities'.	2 hours
6. Your start point	Identify skills to learn and practice within a pathway. All paths have a start point!	2:30 hours
<b>Estimate of your total time investment</b>		<b>9:30 hours</b>



The cost of participating in this Quest is AUD \$350 (plus GST, Australia only)  
If you have any questions, please email [oscar@vwaust.com](mailto:oscar@vwaust.com)

[www.vwaust.com](http://www.vwaust.com)