

Frontline Manager

Sample Learning Journey

This learning journey focuses on the following key objectives:

- Equips leaders with the skills to drive performance in every situation
- Provides leaders with the language to empower performance ownership
- Prepares leaders to enhance resiliency and performance during transformations
- Helps leaders drive success and build trust and stronger connections by understanding Emotional Intelligence, recognizing DiSC® Styles, and developing skills and strategies for impactful communication

Workshop

Sustainment / Reinforcement

Behavior Change Support

MONTH 1



Situational Leadership® Essentials

8 Hours of ILT Instruction



Cohort Discussion

Facilitated Follow-up
1 hour (VILT)



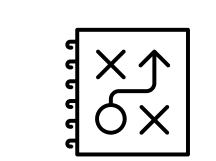
Sustainment Modules

0.5 hour



Four Moments of Truth™

for Situational Leadership® Essentials
1 hour



Application Plan

and Accountability Partner
1 hour

MONTH 2



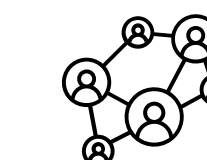
Situational Conversations™

8 Hours of ILT Instruction



Cohort Discussion

Facilitated Follow-up
1 hour (VILT)



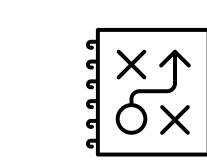
Social Learning

and/or Reflection Journal*
0.5 hour



Four Moments of Truth™

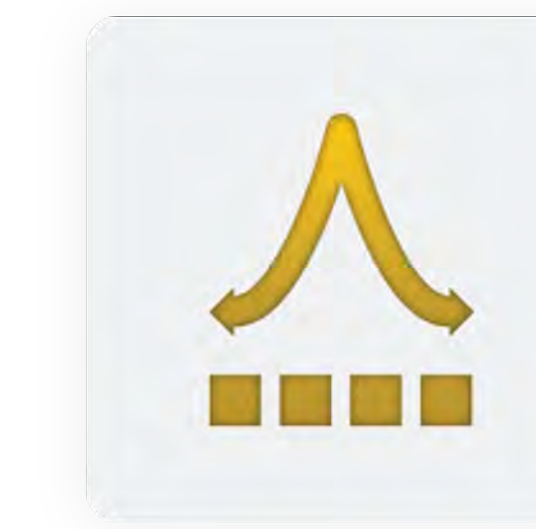
for Situational Conversations™
1 hour



Situational Conversations™ Framework

and Accountability Partner
1 hour

MONTH 3



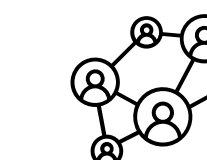
Situational Change Leadership™

8 Hours of ILT Instruction



Cohort Discussion

Facilitated Follow-up
1 hour (VILT)



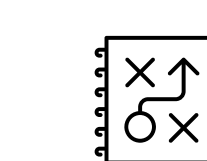
Social Learning

and/or Reflection Journal*
0.5 hour



Four Moments of Truth™

for Situational Change Leadership™
1 hour



The Situational Change Leadership™ Process

and Accountability Partner
1 hour

MONTH 4



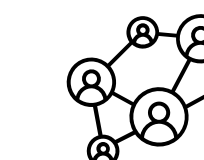
Leading With Emotional Intelligence

8 Hours of ILT Instruction



Cohort Discussion

Facilitated Follow-up
1 hour (VILT)



Social Learning

and/or Reflection Journal*
0.5 hour



Four Moments of Truth™

for Leading With Emotional Intelligence
1 hour

*These components are custom and built for each client. Additional costs will apply.

Frontline Manager

Workshop

Sustainment / Reinforcement

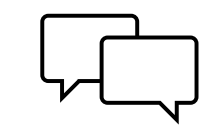
Behavior Change Support

MONTH 5



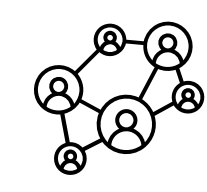
Leading With DiSC®

6 Hours of VILT Instruction



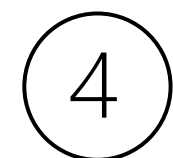
Cohort Discussion

Facilitated Follow-up
1 hour (VILT)



Social Learning

and/or Reflection Journal*
0.5 hour



Four Moments of Truth™

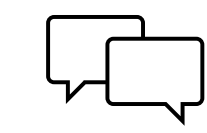
for Leading With DiSC®
1 hour

MONTH 6



Your Leadership Brand

2 Hours of VILT Instruction



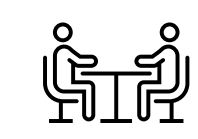
Cohort Discussion

Facilitated Follow-up
1 hour (VILT)



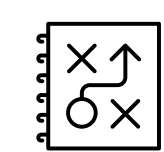
Supplemental Resource

Available via QR Code
in Participant Handout
0.5 hour



Workshop Content Review

and Accountability Partner
0.5 hour



Your Leadership Brand Action Plan

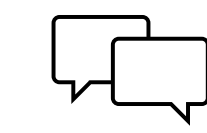
and Accountability Partner
0.5 hour

MONTH 7



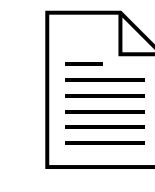
Effective 1:1s

2 Hours of VILT Instruction



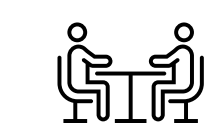
Cohort Discussion

Facilitated Follow-up
1 hour (VILT)



Supplemental Resource

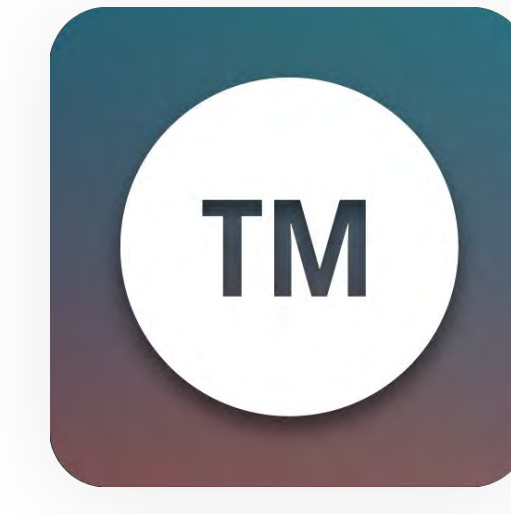
Available via QR Code
in Participant Handout
0.5 hour



Workshop Content Review

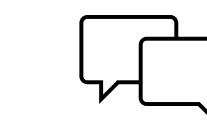
and Accountability Partner
0.5 hour

MONTH 8



Team Meetings

2 Hours of VILT Instruction



Cohort Discussion

Facilitated Follow-up
1 hour (VILT)



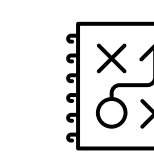
Supplemental Resource

Available via QR Code
in Participant Handout
0.5 hour



Workshop Content Review

and Accountability Partner
0.5 hour



Team Meeting Action Plan

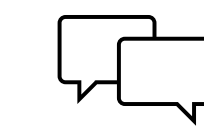
and Accountability Partner
0.5 hour

MONTH 9



Building Trust

2 Hours of VILT Instruction



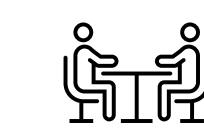
Cohort Discussion

Facilitated Follow-up
1 hour (VILT)



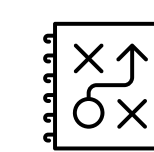
Supplemental Resource

Available via QR Code
in Participant Handout
0.5 hour



Workshop Content Review

and Accountability Partner
0.5 hour



Trust-Building Action Plan

and Accountability Partner
0.5 hour

*These components are custom and built for each client. Additional costs will apply.

Frontline Manager Competency Map

	Situational Leadership® Essentials	Situational Conversations™	Situational Change Leadership™	Leading With Emotional intelligence	Leading With DiSC®	Your Leadership Brand	Effective 1:1s	Team Meetings	Building Trust
Action oriented	✓	✓	✓	✓	✓	✓	✓	✓	✓
Builds effective teams	✓		✓	✓	✓	✓	✓	✓	✓
Builds trust	✓	✓	✓	✓	✓	✓	✓	✓	✓
Change management			✓						
Collaborates	✓	✓	✓	✓	✓	✓	✓	✓	✓
Communicates	✓	✓	✓		✓	✓	✓	✓	✓
Cultivates innovation			✓			✓		✓	✓
Decision quality	✓	✓	✓	✓	✓	✓	✓	✓	✓
Defines culture			✓			✓			
Develops talent	✓	✓				✓	✓		
Drives engagement	✓	✓	✓	✓	✓	✓	✓	✓	✓
Drives results	✓	✓	✓	✓	✓	✓	✓	✓	✓
Drives vision and purpose				✓		✓	✓	✓	
Emotional intelligence		✓	✓	✓		✓	✓		✓
Ensures accountability	✓	✓	✓	✓	✓	✓	✓	✓	✓
Goal setting	✓		✓	✓	✓	✓	✓	✓	
Manages ambiguity	✓	✓	✓	✓	✓	✓	✓	✓	✓
Manages conflict		✓		✓	✓				
Performance feedback	✓	✓		✓	✓		✓	✓	
Plans and aligns	✓	✓	✓			✓	✓	✓	✓
Resilience	✓	✓	✓	✓	✓				✓
Resourcefulness	✓	✓	✓	✓	✓	✓	✓	✓	✓
Situational adaptability	✓	✓	✓	✓	✓		✓	✓	✓
Values differences	✓	✓	✓	✓	✓		✓	✓	