



Frontline Manager Certification Syllabus

Delivery Method: *Online, Asynchronous*

Contact: support@mindedge.com

Prerequisites/Co-requisites: *None*

Required Texts and Resources: *MindEdge course bundle*

Course Description:

Frontline managers sit at the very first level of management across a company's business operations and functions, and are utilized in just about every industry and market. They make up 60% of a company's management ranks, and directly supervise as much as 80% of the workforce. They are the representation of a brand - interacting with customers, speaking to vendors, negotiating contracts, and managing employees. They are, in essence, a company's strategy in motion and the key to its success.

The Frontline Manager certificate was developed to offer vital training in core managerial skills to first-level managers. With a focus on topics such as supervision, coaching, leadership styles, navigating organizational culture, and time management, the course is designed to help frontline managers develop into true leaders within an organization. No prerequisites are required to begin the course. The course will be considered complete when the participant has done all assignments, exercises, and review checkpoints, and has received at least a 70% on the final exam. Students will have 12 months to complete all the components in the course.

Grading:

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of **45 multiple-choice questions**. Students will have 60 minutes to complete the exam.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam **2 additional times (3 total attempts)**. Students must wait 24 hours between exam retakes.

Honor Code:

At MindEdge, we believe in the power of online learning and the power of learners to improve their lives through education. We believe in the honesty and integrity of our learners and the ability of our courses to further competencies in critical subjects crucial to personal and professional development.

When taking MindEdge courses that may confer college credit equivalency, we use additional measures to ensure the integrity of end-of-course exams and projects. This includes the use of online proctoring software. End-of-course exams are those built in a self-contained MindEdge

“course”—separate from the material used for learning review and study. It’s expected that learners focus exclusively on the exam when taking the exam.

- Referencing the course materials used for learning is not permitted.
- Reviewing other course materials on separate devices or screens is not permitted.
- Working in tandem or communicating with others—either in your immediate proximity or via digital methods (text, chat, FaceTime, etc.)—is not permitted.
- Using alternate browsers or browser windows and search engines of any kind to aid in answering exam questions is not permitted.

The use of the proctoring software is to help ensure these activities don’t happen. Learners are expected to abide by the proctoring process, including the verification of a learner’s true identity as the registered exam taker by providing appropriate and valid identification.

Should the proctoring process raise any flags of suspicion on the items above, MindEdge will contact the learner with the information provided by our provider.

Should MindEdge have sufficient proof that the rules of this honor code were not followed, the learner will not have the opportunity to earn college credit or other continuing education units, as applicable. Any applicable fees paid to any party to take the course are not eligible for a refund of any kind.

Learning Outcomes

Course-level learning outcomes are listed below.

Program Learning Objectives

- Explain the characteristics of a successful manager/supervisor
- Recognize and explain the key models for coaching employees
- Explain the steps in the progressive discipline process and how it is applied to employees
- Discuss and apply varying approaches to time management
- Explain the factors involved in developing an optimal work-life balance
- Explore the ways a manager can improve communication
- Recognize the differences between leadership styles and how they impact the workplace
- Explain the methods for successfully leading teams and groups
- Discuss ways of navigating an organization’s culture

Learning Objectives

Below, learning objectives are listed according to topic.

Introduction to Supervision

- Outline the stages in the supervisory transition process

- Explain the five roles that a supervisor must perform
- Distinguish between and among different organizational structures, explaining how the supervisor's role fits within each
- Define "span of control" and discuss the different factors that may broaden or narrow a supervisor's span of control
- Explain the importance of emotional intelligence for those in a supervisory position.
- Discuss the seven most important supervisory skills
- Discuss different strategies for managing time and priorities
- Describe ways to improve your active-listening skills and explain the importance of active listening in the communication process
- Define SMART goals and explain how they improve the goal-setting process
- Assess the relative importance of different interpersonal skills in the context of relationship management
- Discuss the stages of conflict and explain how a supervisor can most effectively address conflict in the workplace
- Discuss the role of both formal and informal feedback in a performance-management system
- Identify key strategies for "managing up"

Coaching

- Explain how coaching employees is a vital part of managing in any organization
- Differentiate between coaching and mentoring
- Explain why improving emotional intelligence can have a positive impact on managerial performance
- Recognize the role of leadership in setting the tone for team and organizational culture
- Identify signals that coaching is needed
- Summarize the GROW model for coaching
- Explain the SMART technique of goal setting
- Describe active listening and discuss its importance when communicating with employees
- Discuss the monitoring and follow-up coaching process

Progressive Discipline

- Identify leadership styles and methods
- Recognize best practices for leading and managing teams
- Define emotional intelligence and describe its role in effectively managing teams and client relationships
- Identify primary HR responsibilities
- Describe key aspects of performance management systems
- Recognize how to effectively coach team members

Time Management

- Differentiate between time management and task management

- Identify the signs of poor time management
- Utilize various tools and models used in time management
- Understand how to organize and prioritize tasks
- Manage resources to create effective and efficient work schedules
- Discuss the benefits of delegation and distinguish what tasks to delegate
- Effectively manage interruptions and procrastinations
- Plan and run productive meetings

Work-Life Balance

- Define work-life balance and discuss its importance
- Identify the major sources of work-life balance conflict
- Identify your personal work-life priorities and goals
- Identify strategies for reducing screen time
- Assess the effectiveness of different ways to reduce stress
- Consider various strategies for managing stress and avoiding burnout
- Explain why it is important to say "no" to some opportunities
- Identify strategies to achieve balance, including balancing by week, over a year, and via a short career
- Describe ways companies can support employees in pursuit of work-life balance

Better Communication

- Define "communication," and explain why effective communication is important in the workplace
- Distinguish between push communications and pull communications, and explain the different elements of a communications model
- List the major characteristics of effective communication and describe how to use them
- Formulate a clear primary message and develop appropriate secondary messages to support it
- Distinguish between "communicating up" and "communicating down," and demonstrate your ability to do each effectively
- Practice active listening
- Run a meeting effectively
- Identify and eliminate jargon from your work communications

Leadership Styles

- Identify the key components of leadership
- Distinguish between leadership and management
- Describe eight leadership styles
- Identify which leadership styles you can deploy
- Recognize when a given leadership style is most effective

- Recognize different components of emotional intelligence and describe how they are important to leaders
- Explain how organizational culture impacts leadership
- Describe the five styles of conflict management
- Explain best practices for leaders to communicate with their direct reports

Teams and Groups

- Describe the differences between teams and groups
- List types of teams and common characteristics of effective teams
- List Edgar Schein's types of decision-making strategies for teams and groups
- Identify different strategies for team building
- Recall the stages of Bruce Tuckman's model of team development
- Describe methods for understanding and motivating team members
- Select effective methods for helping to foster a diverse and inclusive team environment
- Identify strategies for fostering a culture of creativity and innovation in a team setting
- Name and describe common tools for facilitating team collaboration
- Describe strategies for managing a team in a remote work setting
- Identify conflict resolution strategies

Navigating Your Organizational Culture

- Define organizational culture, and distinguish it from organizational climate
- Explain the importance of organizational culture for employees
- Draw conclusions about an organization's culture based on aspects of the workplace environment
- Describe how leaders affect their organization's culture
- Explain the relationship between communication and culture
- Describe how you, as a frontline manager, can affect your organization's culture
- Detail the consequences of a toxic workplace culture
- Describe different types of subcultures that may develop within an organization