DEVELOP CRUCIAL LEADERSHIP SKILLS WITH THE FRONTLINE MANAGER® CERTIFICATE

PLACE ORGANIZATION NAME HERE

WHY EARN THE FRONTLINE MANAGER® CERTIFICATE?

Frontline managers sit at the very first level of management across a company's business operations and functions, and they 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 helps first-time managers develop the most sought-after skills in the market, making it possible to transition into a successful management leader.

WHAT WILL I LEARN?

Completing the Frontline Manager® certificate prepares you to:

- Outline the stages in the supervisory transition process, and explain the five roles that a supervisor must perform
- Explain how coaching employees is a vital part of managing in any organization
- Describe how frontline managers can implement and administer progressive discipline
- Utilize various tools and models used in time management
- Define work-life balance and discuss its importance
- List the major characteristics of effective communication and describe how to use them
- Identify the key components of leadership, and describe the eight leadership styles
- Understand the different strategies for team building
- Explain the importance of organizational culture for employees
- Describe how you, as a frontline manager, can affect your organization's culture
- Apply interpersonal skills to manage relationships with staff above and below you
- Demonstrate active listening and convey clear, precise information to your staff

For more information and a complete list of courses, visit:

Place Your Website URL Here

CAREER PATHS

The U.S. Bureau of Labor Statistics (BLS) expects that overall employment in management occupations is projected to grow faster than the average for all occupations from 2023 to 2033. About 1.2 million openings projected each year, on average, over the decade.

Common career paths or growth opportunities in management include:

Entertainment and Recreation Manager

Entertainment and recreation managers plan, direct, and coordinate a variety of leisure, wellness, or social activities. They oversee the daily operations of facilities and programs, including managing budgets and training workers in procedures and policies. As the first line of contact, they also interact with customers to provide information, resolve complaints, and explain rules and regulations.

Retail Store Manager

Retail store managers are responsible for the overall management of the business by ensuring that both the operational and commercial sides run smoothly. This includes overseeing sales, managing staff, and maintaining inventory. The store manager is also responsible for motivating the sales team to fulfill sales goals and making sure that great customer service is part of every interaction.

Administrative Managers

Administrative managers are responsible for overseeing the administrative operations of a company, including planning, streamlining, and executing workflows and procedures. They also lead teams of administrative officers and supervise their day-to-day activities. Administrative managers often monitor costs and expenses to help prepare budgets and ensure that the organization adheres to internal policies and legal regulations.

The Frontline Manager® certificate is available 100% online.

The courses included in these certificate carry:

HRCI Credits | IACET CEUs | ATD CI Credits | SHRM PDCs

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