



The Role of the Leader

Making the Shift from Hands-on Work to Leading Others

Offered as part of the Supervision Fundamentals Certification



Your instructor:

Susan LaCasse brings 30+ years of experience leading and supporting transformational change, teaching & developing leaders, and helping people claim the life they want. She has taught strategy, leadership, and critical thinking courses. Susan holds a Master's degree in Training and Human Resource Development, and Bachelor's degrees in English and Mathematics.

"I appreciated the exercises which gave me a chance to help solve work issues in a smaller group. I valued the real life experiences of the instructor and my classmates."

Leng Moua, Cell Lead

As a leader one needs to get work done through other people, by developing skills in effective delegation. This workshop provides participants with guidelines for delegation plus an opportunity to practice an effective assignment of a task. Participants then also learn the importance of "setting others up for success" by holding and *communicating expectations for high performance*.

After completing this session participants should be able to:

- Understand what skills are required for effective frontline leadership
- Recognize the importance of communications responsibilities and self-management
- Avoid "traps" that front-line leaders can easily run into
- Make better decisions about which work assignments to complete or delegate
- Effectively communicate expectations when delegating (setting others up for success)
- Foster buy-in to new ideas and change using techniques to prepare, present and sell
- Overcome resistance to change by being prepared for emotional objections
- Take steps to build their personal trustworthiness and credibility as a leader

Thursday, April 20, 2023 8:00 a.m. - 4:00 p.m.

Fee: **MA members** \$335 per person **Non-MA members** \$435 per person
Receive a 10% discount if you register 14 days prior to the event

Location: **Manufacturers Alliance Training Center**
8421 Wayzata Blvd, Suite 190
Golden Valley, MN 55426
(For directions and map go to www.mfrall.com)

Register: Registration is required. Reserve on-line at www.mfrall.com, by 3:00 pm by April 18, 2023. **Your satisfaction is guaranteed.**

Cancellation Policy: **No refunds** for cancellations after 3:00 p.m., April 18, 2023, or for no-shows at workshop. *(Substitutions are accepted.)*

Participants in our Supervision Fundamentals Certification must notify us two business days in advance of this workshop if they cannot attend it or they will be invoiced the workshop fee.