

# The Role of the Leader

Making the Shift from Hands-on Work to Leading Others

Offered as part of the Supervision Fundamentals Certification



**About the instructor:**

*Judy Hartley* has more than 20 years of hands-on experience assisting organizations with leadership and team development, as well as customer-focused process improvement initiatives.

*"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, January 17, 2019 8:00 a.m. - 4:00 p.m.**

**Fee this class:** MA members \$329 per person Non-MA members \$449 per person  
**Receive a 10% discount if you register 14 days prior to the event**

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

**Register:** Registration is required. Reserve on-line at [www.mfrall.com](http://www.mfrall.com), click on **Workshops** by 3:00 pm by January 15, 2019. **Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m., January 15, 2019, or for no-shows at workshop. *(Substitutions are accepted.)*