



# 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:**

*Natalie Ackerman* is CEO, Talent Edge Group and is a Certified Executive and Career Coach who has spent the last 10 years as a talent management and leadership development consultant for numerous organizations in the Twin Cities. She has coached more than 1,000 leaders from first time managers to the C-suite from every function and within almost every major industry.

*"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, October 8, 2020 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:** **Maple Grove Community Center**  
12951 Weaver Lake Road  
Maple Grove, MN 55369, 763-494-6500  
(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), by 3:00 pm by October 6, 2020. **Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m., October 6, 2020, or for no-shows at workshop. *(Substitutions are accepted.)*