

# Your Frontline Managers Are Your First Line of Leadership.

A practical leadership development program for the supervisors and managers who lead the employees closest to your products, customers, and operations.



*Different Industries. Same Leadership Challenge.  
One Proven Solution.*



## STRONGER LEADERS

Build confident, capable managers.



## BETTER PEOPLE DECISIONS

Reduce risk and increase consistency.



## HEALTHIER WORKPLACES

Fewer complaints. Greater retention.



## HIGHER PERFORMANCE

Engaged teams. Stronger results.

## WHY FRONTLINE LEADERSHIP MATTERS

Your frontline managers are the experts in the product, the process, and the company. **But do they know how to manage the people?**

Without the right training, even great supervisors can make costly people decisions—leading to higher turnover, employee complaints, legal risk, safety issues and inconsistent performance.

Investing in frontline leadership helps you protect your people, your customers and your bottom line.

### MEET THE CREATOR

**Katrice A. Miller**

LABOR & EMPLOYEE RELATIONS  
LEADERSHIP EXPERT

With more than 30 years of experience as legal counsel, corporate leader, and trainer, I've worked with and advised Fortune 500 companies across manufacturing, retail, hospitality, logistics and beyond. I've trained, led and managed teams at scale, and I understand what it takes to develop frontline leaders who get results while minimizing risk.

Now I help organizations do the same.

*Katrice A. Miller*

## THE CORE FRONTLINE LEADERSHIP<sup>TM</sup> FRAMEWORK

*Eight Interactive Sessions. Real-World Impact.*

- 1 LEAD** Build credibility, set expectations, and make the successful transition from doer to leader.
- 2 COMMUNICATE** Give clear direction, build trust, and handle difficult conversations with confidence.
- 3 COACH** Drive performance through consistent feedback, accountability, and skillful coaching.
- 4 DOCUMENT** Create clear, objective documentation that supports your decisions and reduces risk.
- 5 RESPOND** Handle employee concerns and conflict professionally and appropriately.
- 6 PROTECT** Prevent retaliation, respect employee rights, and recognize actions that create legal risk.
- 7 RECOGNIZE** Identify potential issues early and know when to get HR, Legal or other experts involved.
- 8 EXECUTE** Make sound, consistent decisions under pressure that balance people, policy, performance and risk.

## PROGRAM OPTIONS

*Flexible Solutions for Your Organization.*

### Essentials

4 Sessions

A focused program for organizations ready to build stronger frontline leadership.

### Signature

8 Sessions

Our most popular option with the complete learning experience and manager tools.

### Enterprise Transformation

Multi-location

A customized solution for multi-location organizations with expanded support and sustainment.

**SCHEDULE A STRATEGY CALL**

LET'S TALK ABOUT  
YOUR FRONTLINE  
LEADERSHIP GOALS.