NC STATE UNIVERSITY
Industry Extension Services

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Leadership Essentials for Frontline Leaders Certificate Program

In today's competitive marketplace, companies face real challenges of engaging and retaining a talented workforce and achieving operational excellence. Frontline leaders are at the crossroads of both and have the greatest capacity to impact your company's success in these critical areas. To succeed in this environment, they need essential skills and competencies to support their team's development and engagement.

NC State Industry Extension Services (IES) has partnered with Development Dimensions International (DDI) to offer an impactful leadership program that builds the key leadership skills and competencies essential to frontline leaders' success.

Participants will gain the knowledge to:

- Enhance their leadership communications
- Build the team's capabilities and capacity through developmental delegations
- Grow leadership capabilities using 360° feedback from employees, peers and supervisor
- Effectively coach and develop employees to enhance productivity, efficiency and morale
- Encourage people to take ownership of, and be accountable for, their work performance
- Support ambitious change efforts in culture

IES will customize a talent development plan with a combination of of instructor-led courses and self-paced courses to meet your organization's specific leadership goals.

We Can Help.

- Advanced Manufacturing & Technology Deployment
- Business Growth, Innovation & Marketing
- Business & Operational Assessments
- Cybersecurity Strategies
- Defense Industry Initiatives
- Environment, Energy & Sustainability Services
- Evaluation Services & Resource Development
- Industrial & Systems Engineering
- Instructional Design
- Leadership & Organizational Development
- Management Systems & Quality
- Process Optimization & LEAN
- Project Management
- Southeastern OSHA Training Institute Education Center
- Supply Chain & Supplier Matching
- Workplace Health & Safety

The Individual Development Plan and Coaching:

The Individual Development Plan (IDP) is designed to provide frontline business leaders the opportunity to enhance their professional and personal leadership skills. Individual development is an essential component of leadership excellence because it increases competency in developing others and allows time for self-reflection using outcomes from self and group assessments.

Developmental Feedback Leadership Mirror 360° Assessment:

Leadership Mirror® is DDI's web-based multi-rater feedback assessment designed to provide a clear picture of individual strengths and development needs to support the development of key leadership skills and competencies. Each participant will complete the assessment, along with their supervisor and direct reports, to provide key insights into their existing strengths and opportunities for development.

Program Modules:

- Your Leadership Journey
- Everything DiSC® Workplace Assessment
- Communicating For Leadership Success
- Delegating with Purpose
- Setting Goals and Reviewing Results
- Coaching for Peak Performance
- Addressing Poor Performance
- Driving Change
- Executing Strategy at the Front Line
- In addition, participants will have the opportunity to add up to two additional courses from DDI's online curriculum (**ncstateies.com/ddi**) and development content to supplement and customize their learning experience.

Who Should Attend:

Recently appointed supervisors or group leaders and employees, promoted from the ranks, to frontline leadership roles currently managing employees.

For more information visit: **ncstateies.com/workforce**

Connect with your Regional Manager to begin the conversation. ncstateies.com/RM

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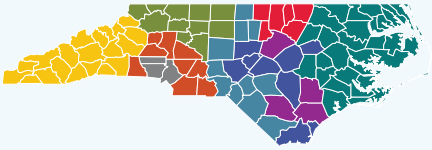
We Can Help. **919.515.2358 | iesservices@ncsu.edu**

NC State University Industry Extension Services, established in 1955 as the outreach team for the NC State University College of Engineering, provides resources, tools and customized training programs to help businesses survive, thrive and grow.

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Connect With Your Regional Manager

ncstateies.com/RM



Western
Chris McGraw
828.329.3119
chris_mcgraw@ncsu.edu

Piedmont Triad
Kami Baggett
919.830.7292
kameron_baggett@ncsu.edu

Charlotte Proper
Jennifer Fielder
704.380.0063
jennifer_fielder@ncsu.edu

Greater Charlotte
Tamara Mack
980.281.0939
tamara_mack@ncsu.edu

Central
Mary Tillery
910.622.5849
mary_tillery@ncsu.edu

Research Triangle
Mitch Poteat
919.607.0684
mitch_poteat@ncsu.edu

Wake County / South
Robert Crew
919.830.2941
robert_crew@ncsu.edu

South Central
Anna Mangum
919.210.6050
anna_mangum@ncsu.edu

Northeast
Lori Benn
919.988.7475
lori_benn@ncsu.edu