



# The Frontline Leader: Developing Effective Leadership Skills

*Gordon Rabey, Ern Prentice*

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Most forward-looking organizations have transformation programs to address issues related to becoming more efficient and competitive. Additionally, some have decided that the solutions to being successful rest with their frontline leaders and managers. These progressive organizations are challenging their leaders and managers by providing the support and resources they require and then holding them accountable for their performance outcomes. \* As all frontline managers need to demonstrate leadership, the text has a leadership theme throughout and details how leadership skills can be developed and practiced.\* Practical tools and processes, including diagrams, frameworks, surveys, checklists and cases, are spread throughout the book for frontline leaders as well as facilitators/teachers of frontline management. \* Covers: team formation, coaching, communications, innovation linkages and maintaining employability for frontline leaders. Since the operational frontline is the focus for the achievement of profit, as well as for effective service and product delivery, other organizational units need to support the frontline. Written specifically for frontline operational leaders and managers, this text describes the environment and new patterns of management in which frontline leaders must work, and prepares students for success in frontline leadership through skills development and improved awareness and self-confidence.

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