



Leadership Basics for Frontline Managers: Tips for Raising Your Level of Effectiveness and Communication

Bill Templeman

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Training for frontline managers and supervisors is being ignored as a business improvement tactic at the worst possible time. As management jobs become increasingly complex, we continue to be inundated with the latest methods for improving job performance, along with less time to sort through all this information.

Focused on interpersonal management skills, **Leadership Basics for Frontline Managers: Tips for Raising Your Level of Effectiveness and Communication** explains what it takes to improve how you communicate and relate to your employees, customers, and bosses. It presents 25 chapters grouped into four categories: *Personal Effectiveness, Leadership, Communication, and Your Career*. After reading this book, you will better understand:

- How to deal with information overload
- The best ways to manage during tough times
- How to handle difficult co-workers
- How to run more effective meetings
- The basics of giving and receiving feedback
- How to manage your career more effectively

Each chapter dissects a different management skill and concludes with a list of bullet points to help you take action immediately. By illustrating key concepts with scenarios drawn from a range of work situations, this book is an ideal reference for:

- Anyone new to a management position
- Experienced managers who want to sharpen their leadership skills
- Managers who find themselves managing a diverse group of employees

Because the chapters were written to stand on their own, this book supplies guidance you can easily read in short chunks, a few minutes at a time. While the book draws on contemporary management theory, the bulk of the writing stems from the author's real-world experience as a facilitator, trainer, writer, coach, and program designer in both the private and public sectors.

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