



# FRONTLINE LEADERSHIP



2019

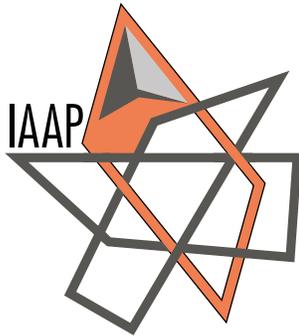
A brand-new, wholly unique offering designed for those who serve in a supervisory role, Frontline Leadership is focused training on your people-developing skills and self-care tips.

Managing people may be the most challenging aspect of your role, but it can be the most rewarding. And when it comes to retaining talent for your organization, it's the most important. Skills like coaching, leadership, advocating, and EQ are invaluable in your role as a supervisor or manager. That's where IAAP's Academy for Leadership Development: Frontline Leadership comes in.

[WWW.IAAP-ACADEMY.ORG/FRONTLINE](http://WWW.IAAP-ACADEMY.ORG/FRONTLINE)

# Frontline Leadership is two and a half unforgettable days like you've never experienced before:

- Amazing content delivered by top-level trainers who understand the unique facets of the admin role
- Small-group sessions for customized, relevant learning
- Real-time feedback from your peers to help find solutions to the challenges you are currently facing
- Invaluable networking with not only your peers but also attendees of Enterprise Leadership



This is not your typical “sit, face forward, and soak” conference. Participation is required, and the payoff will be invaluable. However, there will be time for reflection and personal planning as well.

Frontline Leadership is exclusively for those in a supervisory role or aspire to be and offers a limited number of spaces.

Interested parties must apply and be accepted to attend.

Make the commitment to participate in the professional development you want and need, ensuring you thrive in your career instead of survive in your job. It's time to take your career to the next level - **APPLY TODAY!**

We are not providing a specific agenda for each day of the conference, only start and end times. Why, you may ask? Because agendas give us comfort. They make us feel safe. They let us know what's coming next and how to prepare. But when is your job, or even life, ever like that? Frontline Leadership is about encouraging you to take risks and yes, even making you feel a little uncomfortable.

**Because that is where greatness happens.**

#### LEAD WITH VISION AND VALUES

- Gain clarity on the role and duties of leadership
- Set vision for self and the team
- Establish clear expectations

#### CREATE A HIGH-TRUST ENVIRONMENT

- Discover the foundations for fostering a high-trust culture
- Identify barriers to establishing trust
- Complete a personal and organizational trust survey

#### UNDERSTAND COMMUNICATION & BEHAVIOR STYLES

- Complete the DiSC® assessment
- Discover strengths and blind spots of personal communication and behavior style
- Learn to speak with the communication language of others

#### EXPLORE LEADERSHIP STYLES AND STRATEGIES

- Discuss different leadership styles and applications
- Explore personal leadership style preferences
- Define and practice situational leadership

#### DISCOVER COACHING AS A LEADERSHIP STYLE

- Distinguish coaching from mentoring
- Discover foundational principles of coaching
- Practice essential competencies of coaching including active listening, asking powerful questions, and direct communication

#### LEAD THE TEAM

- Learn strategies for increasing team engagement and ownership
- Practice operational team responsibilities including delegating, managing projects, and team meetings
- Apply the skills of coaching to performance management and accountability
- Practice an effective approach to leading tough conversations with high courage and high consideration

**SEPTEMBER 7-10, 2019**

**New York Marriott Marquis**

1535 Broadway  
New York, NY 10036

[Hotel Details](#)

**Hotel Rates:**

\$239 Single/Double

#### INCLUDED IN REGISTRATION

- IAAP CAP Recertification Points - 18
- ☪ Buffet Breakfast, Lunch, Refreshments.
- Digital Resources

Learn from amazing faculty Francisco Gonima and Sherry Yellin and special guest speakers Dr. Veronica Cochran and Al-Husein Madhany.



*All attendees are entered into a drawing to win an exclusive breakfast with either Dr. Veronica Cochran or Al-Husein Madhany!*

Visit the Frontline website to learn more!

[WWW.IAAP-ACADEMY.ORG/FRONTLINE](http://WWW.IAAP-ACADEMY.ORG/FRONTLINE)

#### REGISTRATION DETAILS

Early bird pricing is \$1,899 for members, \$2,199 for non-members, and ends 8/1/2019. Regular pricing is \$2,049 for members, and \$2,349 for non-members.