



## 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 be effective in achieving success in this environment, they need essential skills and competencies to support the development and engagement of their team. NC State Industry Expansion Solutions (IES) has partnered with Development Dimensions International (DDI) to offer an impactful leadership program that supports the development of key leadership skills and competencies important to the success of frontline leaders.

A recent DDI study across 40+ years of research illustrates the positive impact DDI's Interaction Management® (IM) curriculum has on leaders, employees, and the business.

### Research shows:

- › 81% of direct reports whose leader attended IM reported increased engagement.
- › 8.5 of out 10 clients report that DDI solutions lead to measurable change and sustainable outcomes year after year.
- › 77% of organizations report decreased turnover.

## Who Should Participate in the Program?

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

## Participation Benefits

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 Imculture

## Key Elements of the Program

### Access to Award Winning Curriculum

IES has partnered with Development Dimensions International (DDI) to offer an impactful leadership program that supports the development of key leadership skills and competencies important to the success of frontline leaders in today's industry sectors that include: effective communication, establishing goals and measures, delegation, coaching, giving performance feedback, addressing poor performance and driving organizational change.

### Electives to Support Your Unique Learning Needs

In addition, participants will have the opportunity to add up to two additional courses from DDIs online curriculum and development content to supplement and customize their learning experience. These electives can be used to gain additional knowledge on topics outside the reach of the program or as make-up sessions if participants missed on-site sessions.

## 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.

The IDP helps participants articulate leadership excellence through self-improvement and the development of a personal vision. Each participant will receive up to three (3) individual coaching sessions from a leadership coach to support their targeted development needs based on identified leadership strengths and gaps identified from personal assessments (DiSC) and feedback received from key stakeholders through the Leadership Mirror 360° Assessment.

## 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. Participants will use the feedback to create an individual development plan to focus their efforts towards achieving the best results in toward their leadership growth.

Please note that the Leadership Mirror 360° Assessment is designed to be used only for developmental feedback through this program and not for evaluating employee performance or promotions. All information obtained through this process is treated with the utmost confidentiality, and only used for coaching and development of each participant.

Visit [go.ncsu.edu/leadership-essentials](https://go.ncsu.edu/leadership-essentials) for the full program schedule

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Industry Expansion Solutions

**Industry Expansion Solutions (IES)** is the engineering-based, solutions-driven, client-focused extension unit of NC State's College of Engineering. Our broad portfolio and deep industry expertise help organizations grow, innovate and prosper. Our extensive partnerships with business, industry, education and government generate a unique culture of collaboration that provides access to cutting-edge expertise, research, and technology.