

# FRONTLINE FEDERAL LEADER IMPACT



While executives overwhelmingly agree that leadership development of their new and recently promoted managers is critical to future success, almost **60% of frontline managers** never receive any training for their first leadership role. With first-level managers comprising almost **40% of the leadership population**, the need to prepare these managers to effectively lead others is critical. The challenge? Agencies have traditionally been forced to compromise between quality, cost, and flexibility when considering leadership development solutions.

Until now. Frontline Federal Leader Impact is an 18-hour, online leadership experience developed jointly by Management Concepts and the Center for Creative Leadership (CCL). Frontline Federal Impact brings together Management Concepts' deep expertise in federally-focused training with CCL's world-class, research-driven content. Delivered by faculty with real-world federal experience, FFLI's intuitive online learning platform engages participants and delivers a leadership development experience designed to serve federal agencies developing their frontline managers.

## FRONTLINE FEDERAL LEADER IMPACT PROVIDES 18 HOURS OF LEARNING OVER 6 WEEKS:

WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6
Starting your leadership development journey	Developing the foundations of strong leadership	Getting your message across	Accomplishing goals through influence	Building the support you need	Motivating your team to greatness

## THE COURSE

Frontline Federal Leader Impact focuses on the unique needs of federal managers and supervisors using the proven techniques, experienced faculty, and world-class content that have enabled CCL to successfully develop more than one million leaders worldwide. The course is organized around six key competencies that CCL researchers have identified as essential for all frontline managers to master:

- » Self-awareness
- » Learning agility
- » Communication
- » Political savvy
- » Influencing outcomes
- » Motivating others

### INSTRUCTION - LEARN TOGETHER

The program is designed for learners to collaborate and interact. Independent & small group activities provide a more intimate context for learning & gaining personal insights.

### MODERATOR - GUIDE BY YOUR SIDE

A leadership expert serves learners to inspire, engage, & facilitate the exchange of ideas. Through the use of self-assessments & feedback, participants gain a detailed picture of their personal strengths & challenges.

Through the use of self-assessments and feedback from peers and the moderator, participants gain a detailed picture of their personal strengths and challenges.

Every lesson is designed to connect course topics directly to the business and career challenges identified by the learner. This is achieved via two unique activities:

- » The **Key Leadership Challenge** inspires learners to view the content through the lens of a business or career issue that can be addressed in the near term. The learners will have an action plan to take back to their organization to implement — achieving real benefit and impact on the organization.
- » The **Leadership Growth Plan** ensures a course of action for long-term leadership development. The plan provides measurable and actionable steps the learners will take post-course to continue growing their skills and effectiveness as a leader.

With the support of the moderator, these activities provide participants an authentic opportunity to apply the learnings in their work, helping them become better leaders and create a lasting impact on the organization.

### REIMAGINE LEARNING

This dynamic approach to course design, development, and delivery has the goal of changing the status quo for online learning to make learning fun, engaging, and effective. Among the features are:

COHORT-BASED ONLINE EXPERIENCE	RICH INSTRUCTIONAL MODEL	SOCIAL AND COLLABORATIVE MODEL	ENGAGING AND PERSONALIZED	SHAREABLE/ SAVABLE	SECURE AND CONVENIENT LEARNING
An instructional design framework designed to be highly engaging and grounded in federally-focused content that is real-world and authentic.	A skilled moderator guides learners during team meetings. The balance of the learning occurs asynchronously through interactive learning activities including video, skills practice, self-assessments, and reflective journaling.	Learners thrive in an environment where they can learn from one another. Weekly team meetings and discussion threads add the power of social learning. Forums remain open as a resource after the course conclusion.	<b>The Impact Meter</b> , a gamified measure of participant engagement with the course content and with each other that also engenders friendly competition among members of a learning group.  <b>The Skill Tracker</b> , a numerical measure and a graphical representation of the degree to which participants engage with and practice the course skills.	Notes, Highlights and Takeaways enable learners to capture and share content, including snippets of video transcripts, and assemble and save them to a personalized notebook of course takeaways.	Participants can safely discuss personal topics and learn from a network of peers without leaving their workspace.

This approach to learning online has been shown to boost both engagement and completion rates compared with traditional online learning formats.



**ABOUT MANAGEMENT CONCEPTS**  
 Since 1973, Management Concepts has designed and delivered scalable, customized, and targeted learning solutions for the federal government. From individual course delivery to comprehensive organizational plans, our singular focus is identifying and addressing workforce skills gaps. Visit us at [ManagementConcepts.com](http://ManagementConcepts.com).



**ABOUT CCL**  
 Center for Creative Leadership (CCL) has leveraged the power of leadership to transform individuals, teams, entire organizations and societies to achieve what matters most to them - with results that are powerful, measurable, and enduring. Their innovative solutions are steeped in extensive research and experience gained from working with tens of thousands of organizations and more than a million leaders at all levels around the globe.