



Delaware Department of Human Resources

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Frontline Leadership Frequently Asked Questions (FAQs)

- **Does a state employee need a degree to apply?**
No. There is not a degree requirement for the Frontline Leadership Program.
- **Does a state employee need to be a supervisor to apply?**
No. State employees do not have to be a current supervisor to apply for this program. Frontline Leadership is designed for current, new, and aspiring supervisors.
- **Are there any prerequisites for this program?**
Yes, to enroll in the program, participants must have completed the online *Leadership Essentials* curriculum by June 30th of the year they enroll. This can be found in the Delaware Learning Center. All classes are online and supervisory approval is not required.
- **I've been a supervisor for ten years. Is this program for me?**
Maybe. If you have not received formal training to supervise state employees or if you wish to enhance your knowledge and skills, you should consider the completion of Frontline Leadership.
- **What is the cost of the Frontline Leadership program?**
There is no cost for Merit or Casual Seasonal employees from executive-branch agencies to participate.
- **What if a state employee can't get the application submitted by the end of the enrollment period (June 30)? Do they have to wait until the next enrollment period?**
Yes, applications will only be accepted during the annual enrollment period, June 1 – 30.

A state employee may take available Frontline Leadership Program courses without being enrolled in the program; however, detailed notes should be taken and saved so

that the course summary assessment can be completed after enrollment.

- **What happens if the state employee's supervisor or director (or above) does not provide their approvals to the Frontline Leadership Application? Is the employee still eligible to apply?**

No. The approvals of the supervisor and agency director or above are required to enroll in Frontline Leadership.

- **Do participants get credit for previously taken courses?**

Yes, required training taken before enrollment will transfer to approved participants' Frontline Leadership curriculum.

After enrolling, participants will be required to successfully complete a course summary assessment for each completed course. Participants who do not recall enough to successfully complete the course summary assessment will need to retake the course. A list of required training courses and their related objectives and skillsets can be found by downloading the [Frontline Leadership Program Model](#) on the program website.

- **I've taken courses that are similar to the required courses in the program. Can I substitute these for your courses?**

No. There are no substitutions for the course requirements.

- **Are state employees promoted once they have completed the Program?**

No. Participants must still apply and compete for supervisory positions.

Completion of the program will satisfy *Knowledge of Staff Supervision* requirements needed for selection and promotional opportunities in supervisor positions as they arise. (This program does not satisfy job experience requirements.)

Frontline Leadership Program graduates may also be awarded undergraduate credits by Wilmington University.

- **I am currently in the Delaware Health and Social Services (DHSS) Management Certificate program (or another department-specific program). When I complete this program will I automatically complete the Frontline Leadership program as well?**

No, to complete the Frontline Leadership Program you will need to apply and complete all the required components of this statewide program.

- **Will my certificate be recognized nationally?**

No. The Frontline Leadership Program is a State of Delaware program only.