



Delaware Department of Human Resources

Division of Training and HR Solutions | Statewide_Training@delaware.gov | (302) 577-8977 (Ext 3)

Frontline Leadership Program Expectations

1. Complete the *Leadership Essentials* curriculum by June 30 of the year you plan to enroll.
2. Submit completed application by email during enrollment period.
 - The application can be downloaded from the [program webpage](#).
 - Submit the completed application via email to Statewide_Training@Delaware.gov. Please begin the email subject line with "FL -" to ensure the email is routed to the proper destination.

Once approved:

3. Attend an orientation session with your immediate supervisor
4. Register to attend required courses. Required courses are listed below. Once accepted into the program, they will be entered on your transcript in the [Delaware Learning Center](#) (DLC). Some courses will only be available after acceptance in the program.
5. Attend all required courses.
6. Set up and participate in coaching sessions with your immediate supervisor. As soon as possible after the completion of each course, discuss the topics learned in the course and how they may be applied with your supervisor/mentor. Take notes to be used in the course summary assessment.
7. Complete course summary assessments for courses. These must be submitted in the DLC for evaluation no later than 30 days after attending training. Most assessments include a knowledge check and all include questions about how the information will be applied as a supervisor and a description of the coaching session.

Once all required training and course summary assessments have been completed:

8. Request and successfully complete the Case Study Exercise (CSE). The CSE focuses on real-life situations and provides the participant the opportunity to demonstrate their

knowledge and the application of all the subject matter and to assess the skill sets developed during the overall program. Participants have 30 days from the day they are sent directions to complete the CSE and submit it to the Frontline Leadership Program Coordinator for evaluation.

9. Prepare Final Report and submit to Frontline Leadership Program coordinator.

Participants are required to write a final report that describes how they can apply the knowledge gained in the training courses and the impact the acquired competencies have made on the participant, their unit, division, and department.

Once the case study and final report have been completed:

10. Participate in a Symposium. The participant will present the information from their final report and facilitate a small group discussion with other participants and a program facilitator. Group members discuss and evaluate each participant's presentation and facilitation skills before a final approval is made to award certification.

11. Participants who successfully complete all required training and final program requirements will be invited to attend a graduation ceremony where they will be presented with a certificate of completion.

Email any questions or feedback to: Statewide_training@delaware.gov, starting the subject line with "FL - "

List of Required Training within the Delaware Learning Center

1. Basic Principles of Leadership – Application Course
2. Brain Bites: Leading Effective Meetings (online)
3. Coaching Skills for Supervisors
4. DISC Personal Profile/Behavioral Styles
5. Effective Presentation Skills
6. Essential Writing Skills Workshop
7. Fact-Based Decision-Making; the Five Whys Technique (online)
8. Getting the Job Done as a Supervisor
9. Leading a Modern Workforce (online)
10. Managing Workplace Conflict (online)
11. Moving Into Supervision
12. Planning & Reviewing Performance (online)
13. Principles of Quality
14. Seeing is Believing (online)
15. Using the EAP as a Performance Resource