

FRONTLINE MANAGER CERTIFICATE PROGRAM (PROFESSIONAL DEVELOPMENT)



Program description

Frontline managers and supervisors play a vital role in business, supervising the employees who deliver the products and services your valued customers desire.

Investing in talent development leads to improved supervisor effectiveness and engagement, increasing the likelihood of employee productivity, retention and engagement. A well-developed frontline workforce also provides a greater pool of candidates to fuel your talent pipeline, as well as improved customer satisfaction and return business.

Corporate College offers the Frontline Manager Certificate Program to equip upcoming, new and seasoned supervisors with the tools they need to succeed in their leadership roles. Facilitated by Corporate College leadership experts, participants will grow their abilities and earn their Frontline Manager Certificate upon the completion of 10 half-day sessions.

If you have three to five years of management experience or equivalent, you might also be interested in our Experienced Manager Certificate Program.

Other important information

Code	Title	Credit Hours
ZLDR-0244	Frontline Leadership: The Leadership Journey	
ZLDR-1212	Handling Conflict at Work	
ZLDR-1213	Effective Communication	
ZLDR-1214	Embracing Change at Work	
ZLDR-1215	Using Your Strengths	
ZLDR-1216	Becoming a Team Player	
ZLDR-1208	Prioritizing My Time	
ZLDR-1217	Professionalism	
ZLDR-1218	Dealing With Difficult People	
ZLDR-1219	Delivering Great Customer Service	

Boot Camp Option (1 Week; Everyday):

ZLDR-0225 Frontline Manager Certificate Program:
Boot Camp

Program cost

Visit the Corporate College website here for pricing.

Financial aid eligibility

This program is **not** Federal Financial Aid/Pell Eligible.

Scholarships, payment plans, and other financial aid options may be available. For more information, call 216-987-6000, option 1.

Upon completion students receive

Certificate of Completion for each course as well as a Program Certificate

Related Programs/Training

- Organizational Effectiveness (Professional Development Programs)
- Business Management
- Business Management (Human Resources Management)
- Business Management (International Business)
- Business Management (Small Business Management)

To register for and learn more about Frontline Manager Certificate Program.