

# Frontline Leadership

## Topic-Level Outline

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**Days:** 1

**Prerequisites:** None

**Unit 1: Frontline leadership**

**Topic A:** Learning organizations

**Topic B:** Roles of a frontline leader

**Topic C:** Frontline leadership skills

**Unit 2: Managing knowledge**

**Topic A:** Knowledge management

**Topic B:** Knowledge exchange

**Topic C:** Using technology to exchange knowledge

**Unit 3: Workplace culture**

**Topic A:** The workplace

**Topic B:** Styles of frontline leadership

**Topic C:** Innovation