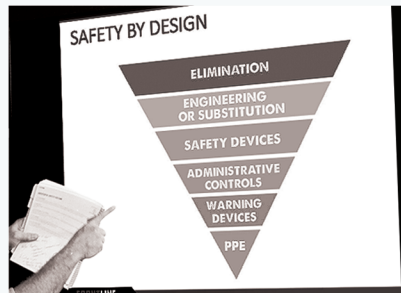
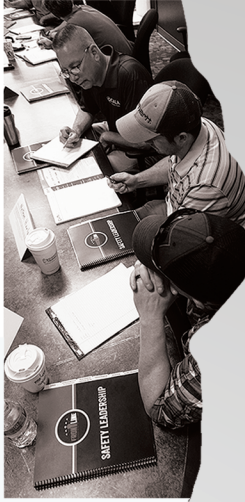
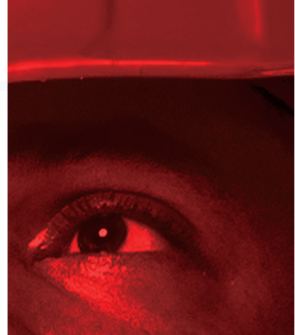


INTERACTIVE, ENGAGING
CLASSROOM TRAINING THAT IMPROVES THE
SAFETY,
LEADERSHIP
& PRODUCTIVITY
OF YOUR FRONTLINE WORKERS



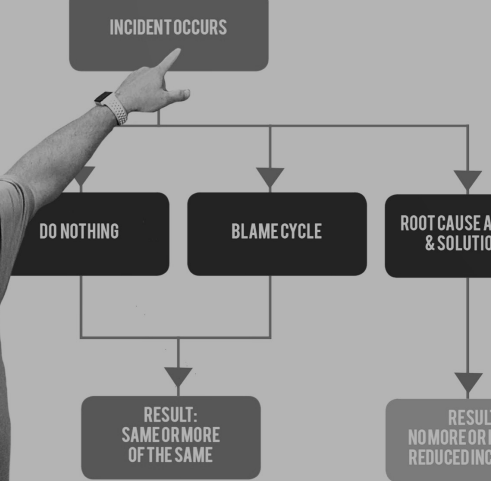
**NOW FEATURING
ASSESSMENTS
THAT COMPLEMENT YOUR TRAINING**



FRONTLINETM

EDUCATION THAT EMPOWERS UTILITY SAFETY LEADERS

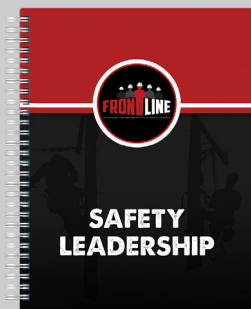
FRONTLINE IS DESIGNED AROUND THE CONCEPT
**THAT WITH THE RIGHT
 TOOLS, KNOWLEDGE AND INSIGHT
 EVERYBODY**
 —REGARDLESS OF THEIR POSITION OR EXPERIENCE—
WILL BE A SAFETY LEADER



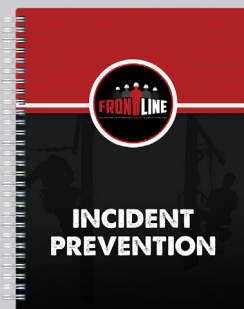
3 COURSES

THAT BUILD A FOUNDATION OF SAFETY SUCCESS

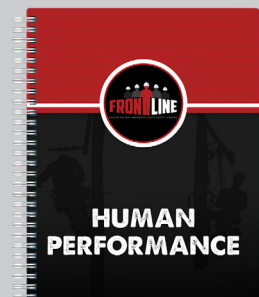
Through the use of interactive classroom training delivered by utility safety experts, Frontline provides an enriching and engaging learning experience that inspires employees to want to achieve greater safety success.



- Culture
- Leadership Behaviors & Characteristics
- Personalities & Leadership Styles
- Communication
- Developing Relationships
- Conflict Resolution
- Coaching & Feedback
- Leading Change



- Safety & Health Management Systems
- Standards
- Measuring Safety
- Incident Response
- Training
- Hazard Identification & Risk Tolerance
- Planning Safe Work
- Hazard Prevention & Control



- Human Performance Definition
- Goals of Human Performance
- Incident Anatomy
- HP Principles
- HP Performance Modes
- HP Tools
- Error Precursors
- Latent Organizational Weaknesses

EMPOWER UTILITY EMPLOYEES AT EVERY LEVEL TO BECOME SAFETY LEADERS

Frontline is a comprehensive series of interactive and engaging classroom training that empowers employees to become better utility safety leaders. Utility safety experts facilitate the learning process and cover three areas critical to safety success: Safety Leadership, Incident Prevention and Human Performance. Courses are customizable and can include online e-learning sessions to provide year-round, on-demand education. Additionally, learners with the CUSP credential will earn 10 CUSP points for each 2-day workshop they attend.

FRONTLINE COURSES ARE DESIGNED TO:

- Inspire individuals to take an active role in the learning process through consistent participation and discussion
- Provide skilled classroom presenters who have utility safety expertise and experience
- Provide relevant safety problem-solving skills that directly relate to your team's professional roles and challenges
- Learn from each other through interactive and engaging group activities
- Provide benchmarking opportunities and insights that empower learners to determine their own solutions to safety problems
- Provide the tools required to build a sustainable utility safety culture



YOU KEEP THE WORKBOOK

Frontline workbooks are designed to be a reference tool long after the class has ended.

AN INTERACTIVE LEARNING EXPERIENCE



GROUP DISCUSSIONS



GAMES



LEARNER PRESENTATIONS



ROLE PLAYS



VIDEOS



QUIZZES



SAFETY SCENARIOS



FORM COMPLETIONS

START BUILDING YOUR WORLD-CLASS SAFETY CULTURE TODAY

OPEN ENROLLMENT CLASSES

- For individuals or small groups
- See website for dates & locations

ON-SITE CLASSES

- For groups of 15 or larger
- Ability to customize programming



FRONTLINEUTILITYLEADER.COM



INFO@FRONTLINEUTILITYLEADER.COM



(815) 459-1796

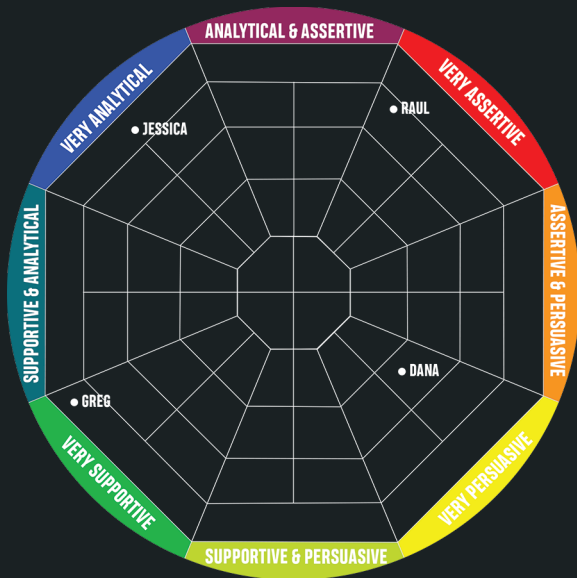
ASSESSMENTS + FRONTLINE LEADERSHIP TRAINING

COMPLEMENT YOUR FRONTLINE TRAINING WITH A COMPREHENSIVE SUITE OF ASSESSMENTS, REPORTS & TRAINING SOLUTIONS

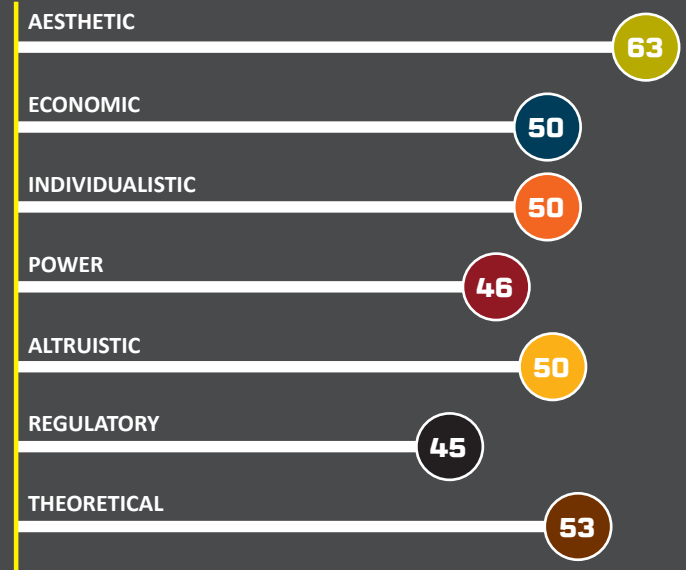
We offer assessments that help you develop more self-aware leaders, assemble top performing teams, improve performance results, enhance training initiatives and provide benchmarks.

- **DISC PROFILES** - Predict how a person will behave and what their emotions will be so you can adapt to their needs.
- **DISC 360** - All the benefits of DISC plus you get to see yourself as others see you.
- **MOTIVATORS** - Understand what drives behavior & learn how to maximize your performance.
- **HARTMAN VALUE PROFILE** - Measure each individual's problem-solving skills and decision making.
- **EMOTIONAL INTELLIGENCE QUOTIENT** - Understand how to perceive and apply emotions in yourself and in others.
- **LEADERSHIP EFFECTIVENESS** - Enhance your leadership effectiveness and overcome your weaknesses.
- **LEARNING STYLES** - Learn how you learn and how to help others learn.
- **PERFORMANCE GAP INDICATOR** - Measure your organizational performance across 5 key indicators: culture, operations, training, leadership and service.

DISC PROFILES



MOTIVATORS



PERFORMANCE GAP ANALYSIS

