



The Frontline ToolKit

Frontline employees now need support and direction to keep them healthy, engaged in their work and confident in their capability to do their jobs.

Your “**Frontline Employee Toolkit**” will consist of your unique blend of the following resources:

Webinar Format (90-minutes each)

- Stress Management
- Time Mastery

Online Format (1.5 – 2 hours)

- Achieving Communication Effectiveness
- Professionalism in the Office
- STAR Service
- Dealing with Difficult Customer Situations
- Delivering Customer Focused Service
- Valuing Workforce Diversity

Facilitated Workshops

- Star Service
- Delighting Customers
- Essential Skills of Communication
- Time Mastery
- Stress Management
- Who Moved My Cheese?
- DiSC[®] and Effective Communication
- Myers-Briggs (MBTI[™]) Workshop
- Capitalizing on Team Talents
- Effective Writing Skills



[Click here to request more information and select your toolkit components](#)