

## About this Checklist

Use this checklist to help you assess your frontline leadership capability.

Each of the actions in the checklist are present with effective frontline leaders. If you want to help your people develop to their full potential, as a team and individually, each of these actions and behaviours should feature in your leadership routine.

The checklist is an introduction to front line leadership capability – your actions and behaviours will be specific to your role and your business. Consider actions and behaviours across each of the three high-level front line leadership objectives as some of the **WHAT** effective leaders do:

### ✓ **One on One Relationships with each team member**

Each of your team members is different, and even though they might have similar roles and responsibilities, they are very much individuals.

Accordingly, leaders must regard each as an individual, respect their differences (and similarities) and work to understand their strengths, weaknesses, capabilities, ambitions, opportunities and motivation.

### ✓ **Consistent Role Modelling – Leading the Way**

Your every action and behaviour impacts and influences those you lead. As a frontline leader you need to be acutely aware of the messages you send by your actions and behaviours.

What you do and how you do it says a lot about you, how you think about things and what's important to you. Walk the talk.

### ✓ **Building a Powerful Team Dynamic**

A cohesive team dynamic is essential to drive performance. Bringing your team together on a regular basis for a variety of activities is important to ensure communication across your team is fluid.

It's an opportunity to share best practice, understand what everyone else is doing and understand how each team member sits within the team.

To read more, or if you would like to look at **HOW** you can develop and implement the skills and behaviours to Bring your Leadership To Life, contact us at: [info@BringLeadershipToLife.com](mailto:info@BringLeadershipToLife.com)

# FRONTLINE LEADERSHIP CHECKLIST

Tick one column for each action

Leader name: _____	Consistently	Sometimes	Not at all	Notes
<b>One on One Team Member Development</b> How you interact with and support individual team members				
I regularly observe my individual team members in their role				
I make these observations on-the-fly or ad-hoc (in-the-moment observations) as part of my ongoing interaction with team members				
I schedule and make observations of all my team members exclusively for coaching purposes, at least twice every month				
I immediately follow these scheduled observations with a dedicated coaching session				
My coaching sessions end with my team member setting a goal to change a specific behaviour				
I check in regularly with individual team members to offer support				
Each of my team members has a current individual development plan that I discuss with them at least every quarter				

<b>Leading the Way</b> Role modelling the behaviours and actions you expect from your team				
I am aware of every action I take and how it impacts on my team				
I understand how my actions and language influence those I lead				
I choose my words carefully and understand the messages sent to others by what I say about people (including customers and team members)				
I manage my actions and reactions effectively when under pressure or in times of crisis				
I give balanced and frequent feedback				
I seek feedback and react appropriately to what I receive				
I delegate effectively				
I prioritise and arrange my time effectively				
I am punctual				
My personal appearance, body language and manner set the example I want				
I am self-aware and open to new ideas				
I set exacting standards for myself and self-reflect				
I show empathy and think about my impact on others				
I communicate my vision and expectations clearly so my team know where they are heading				
I lead by example				

<b>Building a Powerful Team Dynamic</b> Bringing your people together				
I regularly bring my team together				
I conduct weekly or fortnightly team meetings (either in person or with remote participants)				
My team members regularly have the opportunity to share best practice examples				
We openly discuss wins and challenges in our business in a group environment				
I actively support an appropriate level of social activity for and with my team				
My team members support each other				
My team members are confident and comfortable to ask for my input or assistance				

ABRIDGED VERSION