

Chegg Skills

Frontline Leadership

 Part-time (6-10 hours/week)

 100% online

 Certificate of Completion

Introduction

Congratulations on taking a major step in advancing your career. In this program, you'll learn key skills that employers identify as critically needed for frontline leadership professionals in this growing field.

As a member of the Chegg family, we are always Student First. Backed by one of the largest ed tech companies in the world, we're committed to giving you the skills and learning support you need to grow professionally.



Here's what you need to know:

- **Program Length:** 4 months
- **Time Commitment:** Part-time (6-10 hours/week)
- **Instructional Type:** Online
- **Class Schedule:** Independent study and one 30-minute 1-on-1 mentor session each week
- **Credential Awarded:** Certificate of Completion

The minimum expected time commitment for this program is estimated at 6-10 hours/week. This includes your required 1-on-1 mentor session each week. Within this self-paced course, some students may progress more quickly than others.

About the Program

Our Frontline Leadership Certificate trains aspiring frontline leaders with practical skills to grow and advance into leadership roles. Students enter from many backgrounds and industries and leave prepared to enter or advance in the frontline field with foundational knowledge and skills applicable to building high-performing teams, making informed decisions, and leading business operations effectively through goal setting and reporting.

This program covers 5 high-level objectives:

1 Understanding frontline leadership fundamentals

2 Empowering a workforce

3 Developing a team

4 Managing business operations

5 Building a career path

Course 1

Establishing Your Leadership Style

Learn strategies to foster effective communication and empower a diverse team.

Modules include:

- Leading with Communication
- Leading through Empowerment

How You'll Apply These Skills:

Identify your own goals for professional development and define your leadership style. You'll practice communicating and responding to different situations on your team and in the workplace. You'll also learn strategies for providing constructive feedback and resolving workplace conflicts. These foundational skills will set you up to succeed in leading and motivating your team through collaboration.

Course 2

Developing Your Team

Evaluate employee performance, develop hiring strategies, and formulate team goals.

Modules include:

- Strategic Planning
- Training and Development
- Talent Acquisition

How You'll Apply These Skills:

You'll practice developing strategic plans to prioritize, organize, and achieve business goals. You'll learn to evaluate employees' performance – including coaching and mentoring techniques – to upskill and retrain employees as needed. You'll also learn talent acquisition and retention strategies to onboard employees and promote high performers. These tools will enable you to achieve business objectives and support team growth.

Managing Business Operations

Assess data and develop plans to effectively lead and improve daily business operations.

Modules include:

- Analyzing Performance Data
- Preparing Data for Business Planning

How You'll Apply These Skills:

Identify, compile, and interpret data from business reports to inform decision-making and forecast future performance. You'll learn how to develop actionable plans to reach sales goals, improve team productivity, and make processes more efficient. Finally, you'll demonstrate course learnings to address a workplace-inspired business challenge and effectively present your solution to stakeholders.

Career Services

Career-specific skills are part of your journey. After all, you're here not only to learn new skills, but to grow professionally. That's why we include a host of resources that are aimed at career advancement.

Your program includes career guidance on:

- 1 Nailing your interviews
- 2 Crafting the perfect resume
- 3 Polishing your LinkedIn profile
- 4 Salary and negotiations
- 5 Building your professional network

FAQs

What is the experience level for Program Instructors?

Instructors are chosen based on their academic credentials, relevant industry experience, and teaching ability. Chegg Skills collects weekly feedback from students and staff in order to evaluate the quality of each program. Chegg Skills also considers industry demand for particular skill sets and success rates with each program. They look for areas of improvement, ensuring that each program has successful outcomes that match Chegg Skills mission.

The minimum requirements to serve as a mentor, technical expert, or instructor for all Chegg Skills programs are:

- 3+ years of relevant industry experience
- Demonstration of genuine student advocacy and empathy for beginners
- Exceptional written and verbal communication skills

What is the experience level for mentors? Can I choose my own?

Mentors are assigned by Chegg Skills based on fit and availability. The minimum requirements to serve as a mentor are 3+ years of relevant industry experience, demonstration of genuine student advocacy, empathy for beginners, and exceptional written and verbal communication skills.

What support do you offer students during the program?

You are fully supported from the moment you start learning, with a comprehensive, personalized approach to your success that means that while you're learning online, you're never alone. Regardless of the program you choose, you'll be assigned a mentor who's focused on helping you understand the material and excel in the program.

Do I need a computer to take the course?

Chegg Skills programs require a computer with high-speed internet access and video capability, including a webcam, a microphone, and speakers. Every student must own or have access to a personal computer with at least:

- 16GB RAM
- At least 2.0 GHz processor
- At least 256 GB HD

Computers must be available prior to the first day of class. Headphones are highly recommended. Macs must have the most current OS version installed, and PCs must be using either Windows 10 (or newer Windows operating systems) or a current version of a Linux operating system.

Chegg Skills

**Apply for the
Part-Time
Frontline Leadership
Certificate today.**

Kickstart your path to a new career here.