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## The Frontline Leader: Developing Effective Leadership Skills

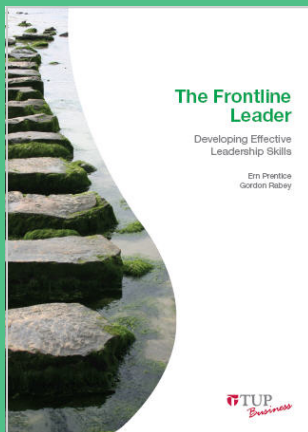
Ern Prentice & Gordon Rabey

### Synopsis

Most Australian and New Zealand organisations have transformation programs to address issues related to becoming more efficient and competitive. Additionally, some have decided that the solutions to being successful rest with their frontline leaders and managers. These progressive organisations are challenging their leaders and managers by providing the support and resources they require and then holding them accountable for their performance outcomes.

Since the operational frontline is the focus for the achievement of profit, as well as for effective service and product delivery, other organisational units need to support the frontline. Written specifically for frontline operational leaders and managers, this text describes the environment and new patterns of management in which frontline leaders must work, and prepares students for success in frontline leadership through skills development and improved awareness and self confidence.

Tracing the emerging profile of frontline leadership, this book is divided into five parts: See the table of contents below for more details.



### Key features

- As all frontline managers need to demonstrate leadership, the text has a leadership theme throughout and details how leadership skills can be developed and practiced
- Covers: team formation, coaching, communications, innovation linkages and maintaining employability for frontline leaders.
- Practical tools & processes, including diagrams, frameworks, surveys, checklists and cases, are spread throughout the book for frontline leaders as well as facilitators/teachers of frontline management.

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## The Frontline Leader: Developing Effective Leadership Skills

Ern Prentice and Gordon Rabey

### About the authors

**Ern Prentice** has had an extensive career in Human Resource management, including line operations and corporate roles. He worked for General Motors Holden for over 30 years, covering a variety of HR responsibilities including employee relations, remuneration, training and development, and performance management, and was a member of the General Motors World Design Team for management development. He then joined BHP as Head of Organisation and Leadership Development in Corporate Human Resources, responsible for global leadership development initiatives. He is currently a consultant on leadership and management development covering the design and delivery of programs for frontline and managerial level groups in middle to large organisations.

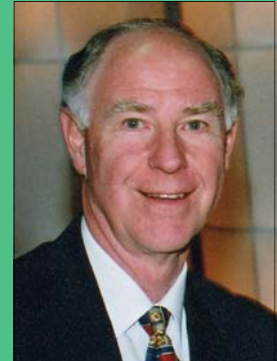
Ern had been a member of various committees and task groups covering education and training. For three years he was a member of the National Industry Task Force on Leadership and Management Skills (KARPIN), and undertook an overseas study tour of management development best practice in North America, Europe and Asia.

His publications cover journal articles on Human Resource Management issues and one major text on Frontline Management (*Empowering Supervisors* 1994) with co-author Gordon Rabey. Ern is a Fellow of the Australia Human Resources Institute, and his qualifications include a Graduate Diploma in Educational Administration and a Masters Degree in Education (Human Resource Management).

**Gordon Rabey** is a management consultant in New Zealand and Pacific Basin countries. His background includes senior management experience in the New Zealand Public Service, as Director of the Industrial Training Service, leading a Polytechnic Management Centre, and in assignments with the United Nations and the Colombo Plan. He has written a series of management books and is a frequent contributor to international journals. Some major texts include *Workplace Leadership* (1997) and *In Charge* (1994). He is a Fellow of the Royal Society of Arts, Manufactures and Commerce, a Life Fellow of the New Zealand Institute of Management, and a Life Fellow of the New Zealand Institute of Human Resources.

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