

Investing in Frontline Leadership

Xinge Wang

*Transportation Learning Center
Director of Research*

Silver Spring, MD



2011 Bus & Paratransit Conference

Changing Roles of Frontline Supervisors

- Modernized roles of supervisors at successful high performing organizations:
 - Facilitative vs. Directive
 - Coaching & Feedback vs. Controlling & Disciplining
 - Team Leaders & Players as part of (Self-directed) Work Teams Focusing on Problem-solving vs. Additional Layer of Reporting



Cases

- Healthcare Case
- Airline Case



Investing in Supervisory Training Technical and Beyond

- Leadership and Team Building
- Coaching and Feedback
- Communication Skills

