

Frequently Asked Questions

Course Title: The Government Frontline Leader (GFL) Program

Course #: 4400

Duration: 18 Hours* over 6 weeks (3 hours per week)

Delivery Method: Instructor-facilitated online (asynchronous)

1. What business or organizational need does this course address?

Government Frontline Leader (GFL), powered by Center for Creative Leadership® (CCL®), is a 6-week virtual program designed for individual contributors and emerging leaders in government. The program follows a flexible yet structured weekly pace, with each week focused on a core leadership capability such as self-awareness, learning agility, communication, influence, and motivation, applied through a federal-aligned lens.

Combining CCL's globally recognized leadership research with Management Concepts' deep expertise in developing federal talent, GFL helps participants strengthen how they manage priorities, collaborate across stakeholders, and deliver mission-aligned results, without requiring supervisory authority. Learners apply insights directly to real work challenges through short assessments, guided reflection, moderated discussions, and AI coaching, building confidence and readiness for future leadership roles.

***Special Note on Course Length:** Participants have 6 weeks to complete the 18 hours of asynchronous coursework (3 hours per week).

2. Who should attend?

The Government Frontline Leader (GFL) Program is designed for individual contributors and emerging leaders in government who are preparing to step into first-line supervisory roles.

3. What will I learn how to do in this course?

- Increase self-awareness of personal strengths, development areas, and leadership impact
- Communicate more effectively, both verbally and non-verbally, in day-to-day government work
- Apply the Direction-Alignment-Commitment (DAC) framework to improve team and group performance
- Deliver clear, constructive feedback and manage conflict and resistance productively
- Use deliberate influence strategies to move work forward without relying on formal authority
- Navigate organizational dynamics and hierarchy to get work done
- Motivate and inspire others through purpose, values, and mission alignment
- Learn from experience and apply insights to strengthen leadership effectiveness over time

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4. What kinds of activities are included in this course?

Self-Assessments, Individual Reflection, Instructional Videos, Online Discussion Forums, Peer and Moderator Feedback, AI Thinking Companion

5. Are there prerequisites for this course?

There are no prerequisites for this course.

6. Do I have to complete any prework for the course?

There is no prework required for this course.

7. Is this course applicable toward a professional certification?

No, this course is not applicable toward a professional certification. However, many Management Concepts courses do prepare you for professional certification programs. Click [here](#) to see a full list of professional certification programs that are supported by Management Concepts training courses.

8. Does this course count for credit toward a Management Concepts Certificate Program?

No, this course is not applicable toward a Management Concepts Certificate Program. However, many Management Concepts courses do count for credit toward a Management Concepts Certificate Program. Click [here](#) to see a full list of Management Concepts Certificate Programs.

9. What credits do I earn by completing this course?

The following credits are available for this course:

PDU: 18

CLP: 18

10. What course(s) do you recommend after I complete this course?

- [The New Supervisor Immersion \(NSI\) Program](#)
- [The Mastering Leadership Excellence \(MLE\) Program](#)

11. What are Additional Features?

Most courses and training solutions have **Additional Features** designed to help every learner master and retain the concepts explored in the course. You can see which Additional Features are added to this course on the

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course page under the **Learning Objectives & Additional Features** tab – and for a more detailed exploration of our Additional Features, you can visit [this web page](#).