

IT'S ABOUT  
**EQUIPPING**  
OUR MANAGERS TO SUCCEED

## MANAGER DEVELOPMENT

Our manager development program helps newly hired or promoted managers acclimate to their new role. Once in the program, you'll learn how to put our leadership language into practice through our values of Integrity, Caring and Excellence. We expect our leaders to demonstrate these values every day and have extensive resources in place to help you succeed.



## NEW MANAGER ONBOARDING

Our new manager onboarding program is a 6-month program with multiple workshops that immerse you in the Frost culture. You'll learn our values and the guiding principles that help shape our culture.

*These workshops include:*

### Living our Frost Culture

Learn how to preserve and promote our culture at Frost and how to connect our value proposition, strategic priorities, and history into a personal action plan for living the Frost culture.

### Self Leadership Best Practices

Learn how to take control of your own professional growth, foster self-empowerment, and engage leaders at all levels of our org. You'll learn the mindset and skillset needed to become an empowered proactive self-leader.

### HR Fundamentals

Learn how our HR policies and practices can guide you in your new role.

### DiSC®

The DiSC® is a research-backed personal development tool that helps individuals and teams understand communication styles and leadership tendencies. It provides insights that can create a more engaged, collaborative, and effective workplace.

## Leading at the Speed of Trust

The ability to establish, grow, extend, and restore trust is a key leadership competency that is vital to our personal and professional lives. Learn how to see trust differently and lead in ways that allow trust to grow.

## SLII (Situational Leadership II)

Overcome the challenge of helping your employees grow and develop. Learn how to help your employees achieve greater productivity and self-reliance through effective goal setting, clear direction, and timely feedback.



# PERSONAL AND PROFESSIONAL DEVELOPMENT WORKSHOPS

In addition to the New Manager Onboarding, you'll have access to additional workshops for continuous improvement and growth. These include learning how to increase productivity by making high impact choices about where to invest your time, how to improve your positive thinking, how to deliver compelling and effective presentations, and even how to drive growth, innovation, energy and utilize untapped capabilities on your team.



# PERFORMANCE MANAGEMENT PROCESS SYSTEM

Managers learn how our PMP system helps themselves and their employees grow at Frost by demonstrating our culture through the way we work and produce results.

As a manager at Frost, you are a leader of people. Among the various things you are responsible for in your own role as a performer is the growth and development of each member of your team. In addition to talking with your manager about your own performance, you must help your team members grow to embrace and demonstrate our work values and create a shared vision. Our PMP System provides a framework to help them by taking time to set clear work goals and expectations, create a plan to achieve them, and provide regular feedback throughout the year on their performance.

As you learn our leadership models in our New Manager Onboarding Program, you will begin to layer on how to communicate based on your employees' communication needs. You'll learn how to provide the right amount of direction and support based on their current ability to accomplish a specific task, and how to do it in ways that build trust between them and you, their teammates, and those they serve.



## MANAGER DEVELOPMENT COACHING

Manager Development Coaching is a one-on-one relationship that involves the development of skills, awareness, and/or improved performance. It utilizes focused conversations in alignment with Frost leadership language to create an environment for individual growth, purposeful action, and sustained improvements. Rather than telling you “what to do”, a coach is focused on drawing the expertise and answers from you through a formalized and personalized approach that relies on supportive communication.



## DEDICATED EMPLOYEE COMMUNITY GROUP

Managers also have access to an Intranet page where you can participate and share experiences/ask questions of other Frost managers. You’ll also have access to helpful information and resources all in one place.

*These resources include:*

- New employee onboarding guides
- New manager checklists
- HR manuals
- Helpful contacts
- A planner forecasting tool
- Mental health resources for your team
- And more...

At Frost, we rely on our managers to live our culture and demonstrate the attributes of a Frost leader. We are here to help you find success in doing so.