



Supervisor Academy

Transforming Top Performers into Exceptional Supervisors

Does Your Shop Floor Struggle With:

- Low productivity and throughput
- Trouble delivering on customer orders
- SQDC (Safety, Quality, Delivery, Cost) performance is slipping
- Lack of a career development plan or training
- High turnover and constant absenteeism
- Low morale or employee engagement

Did you know:

- 67% of workers are unengaged
- 17% are actively disengaged
- 65% would forego a raise to get a new leader
- 80% of employees who quit do so because of issues with their supervisor

“If you think you are leading and turn around to see no one following you, then you are just taking a walk.”

— John C. Maxwell

Developing Your Frontline Leaders Starts Now! Contact Us 

Often, even top-performing employees promoted to supervisors do not possess the leadership acumen required to be successful in that role which can result in poor factory performance and increased turnover.

Shop floor supervisors are pivotal in defining the workplace atmosphere, requiring a different expertise than machine management. But most supervisors are promoted for their technical acumen, not for their leadership skills. This gap can precipitate operational challenges, ranging from lower productivity to poor safety, quality, and delivery, negatively impacting business performance. Effective leadership training equips supervisors with the necessary competencies to enhance frontline production management, promote employee and organizational well-being and drive results.

TBM's Supervisor Academy caters to these needs by providing upcoming and current supervisors with targeted training in the essential areas of leadership, team development, employee engagement, and process improvement, ensuring they are primed to drive daily business outcomes and continuous improvement.

What Makes TBM's Supervisor Academy Unique

We utilize experienced operations leaders and consultants instead of traditional educators. Every front-line leader is different; therefore, we take a customized training and mentoring approach tailored to each participant's skills. Participants undertake real-world problem-solving projects relevant to their roles and apply those learnings on the job, directly benefiting their organizations through tangible improvements. Finally, we assess participant utilization of behaviors and practices critical to performance throughout the program, ensuring impactful outcomes and a significant return on investment.

Read on for more detail on the program design and curriculum.

About TBM's Supervisor Academy

Delivered by TBM's seasoned manufacturing leadership coaches the Supervisor Academy offers an onsite, hands-on boot camp incorporating independent practice followed by individualized coaching and mentorship. Designed to both nurture new talents and enhance the capabilities of existing manufacturing supervisors, focusing on essential areas required for leadership excellence in manufacturing environments such as:

- **Problem Solving:** Strategies to identify and resolve performance issues effectively
- **Communication:** Techniques for clear, persuasive communication and active listening to engage team members
- **Team Huddles:** Training for conducting engaging team meetings and huddles
- **Conflict Resolution:** Methods to manage and resolve conflicts constructively
- **Performance Management:** Systems of positive accountability and performance management
- **Skills Development:** Coaching on job-specific skills, team leadership, and continuous improvement methodologies
- **Leadership Training:** Preparing supervisors to be future leaders through mentorship and leadership exercises
- **Time Management:** Best practices for personal time management
- **Project Management:** Enhancing skills for task completion and managing projects effectively
- **SQDC Results:** Delivering and improving key performance indicators
- **Self-Leadership:** Fostering self-awareness and emotional intelligence
- **Engaging Others:** Building essential skills to engage diverse teams
- **Driving Improvement:** Techniques for leading process and performance improvement initiatives

Program Design



Program Agenda

Session	Topic	Detail
1	Why this Leadership Program?	<ul style="list-style-type: none"> • Intro by site leader, linkage to organizational values, the current state of engagement • Program outline. Your road map for the journey
	Developing My Leadership	<ul style="list-style-type: none"> • Ideal leader assessment: How progress will be measured (certification criteria) • Personalysis - How you and others “show up”, style flexing • Myths and facts about leadership
2	Developing My Leadership Communication - Classroom Learning	<ul style="list-style-type: none"> • Your leadership voices: What’s your Ask/Suggest/Tell ratio? • Communication cycle and the role of non-verbal communications • Reflective listening: Don’t tell, coach problem solving
3	Developing My Leadership Communication - Practice	<ul style="list-style-type: none"> • Exercise: Developing capability case study • Effective confrontation • Exercise: Conflict resolution practice utilizing actual situations
4	Engaging & Developing My Team’s Skills	<ul style="list-style-type: none"> • Engaging your team to innovate and implement improvements • Job Skills Training: Skills matrix and development plan for each team member • Exercise: Draft your current state and create a development plan • Effective job skills training leveraging best in class Job Instruction methods • Exercise: Developing job breakdowns for effective training
5	Improving Performance: Visual Management/ SQDC	<ul style="list-style-type: none"> • Coaching performance (Engage and develop continued) • Visual management: Pacing (HourxHour) shows work progress, captures abnormalities • Abnormality management : Address flow interruptors, support your team • Training and exercise: Creating your Safety, Quality, Delivery, Cost performance board • Training and exercise: Holding effective team huddles with clear purpose



Program Agenda (cont'd)

Session	Topic	Detail
6	Improving Performance: Problem Solving	<ul style="list-style-type: none"> • Standard operations: The best combination of people and equip using the min of resources • Standard operations and time observation • Exercise: Time and waste observation • Takt Time / Cycle Time and line balancing • Exercise: Line balanced standard operation development
7	Improving Performance: Standard Operations	<ul style="list-style-type: none"> • Standard operations: The best combination of people and equipment using the minimum of resources • Standard operations and time observation • Exercise: Time and waste observation • Takt Time / Cycle Time and line balancing • Exercise: Line balanced standard operation development
8	Managing My Day: Leader Standard Work	<ul style="list-style-type: none"> • Exercise: Your day vs. goal day. Problem solving to reduce fire-fighting • Leader standard work training • Exercise: Leader standard work development
	My Go Forward Plan	<ul style="list-style-type: none"> • Exercise: Create implementation plan for Ideal Leader Criteria • Report out to leadership
9	Implementation & Practice, Coaching & Mentoring	<ul style="list-style-type: none"> • Implement and practice program elements • Three weeks of on-site, “on the floor” coaching and mentoring to insure successful adoption, execution and sustainment

If you want to learn more about our program, contact us!



Brian Kopas

Engagement Director, Leadership Solutions Practice

✉ bkopas@tbmcg.com



tbmcg.com

Follow us

