

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

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 increased turnover, poor employee engagement and hiring challenges.

Shop floor supervisors are pivotal in defining the workplace atmosphere, requiring a different expertise than machine management. Their role in fostering the company's values, clarity in communication, and a collaborative spirit is crucial for nurturing a robust company culture that bolsters both personal development and organizational triumphs.

Lacking managerial skills among manufacturing supervisors can precipitate various operational challenges, ranging from lower productivity to safety risks, which may escalate costs and tarnish the company's image. Effective leadership training equips these supervisors with the necessary competencies to enhance frontline production management, promote employee and organizational well-being and drive results.

The TBM Supervisor Academy caters to these needs by providing upcoming and current manufacturing 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.

**“The value of a true leader
is not measured by what they do,
but by what they inspire others to do”**

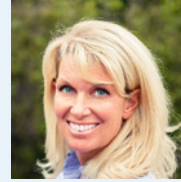
— Simon Sinek

About TBM's Supervisor Academy

Delivered by TBM's seasoned manufacturing leadership coaches the Supervisor Academy offers an intensive one-week boot camp followed by three weeks of independent practice and three weeks of individualized follow-on coaching and mentorship. Designed to both nurture new talents and enhance the capabilities of existing manufacturing supervisors, this program combines classroom instruction with on-the-job coaching, focusing on developing a comprehensive skill set 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

TBM's Manufacturing Leadership Experts

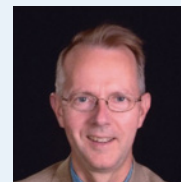


Shannon Gabriel

Vice President,
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Shannon Gabriel leads the organization's comprehensive approach to labor strategy, change management and leadership development that impact top-line growth and improve organizational culture. She has more than 20 years of experience helping organizations solve their most complex human capital challenges including HR strategy, talent/performance management, as well as hiring strategy and execution supporting leadership development and succession planning.



Brian Kopas

Engagement Director,
Leadership Solutions Practice

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Brian is an accomplished operations management executive with over 35 years of experience. During this time, Brian has engaged with TBM in various capacities - from being a client and consultant to presently leading the Supervisor Academy. He has a history of dramatic operational improvement through the application of Lean Enterprise principles in a wide array of industries. Brian has developed leadership teams to achieve best in class safety, quality, delivery and cost results recognized by international customers. He has successfully taught, coached and mentored leadership development in industries including medical products, food/beverage, general manufacturing and logistics.

Program Design

04. Deliver Stakeholder Value

- My team’s mission
- How we win by continuously improving value

03. Improve Performance

- Visual management and scoreboards
- Abnormality management
- Methodical problem solving
- Standard work and processes



01. Develop my Leadership

- How I communicate
- How I flex my style
- How I resolve issues
- How I manage my time

02. Engage & Develop my Team

- How I engage, encourage and enable innovation
- How I develop my team’s skills
- How I coach and mentor

Program Timeline									
Supervisor Academy Timeline	Program Prep	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 12
Pre-Assessment									
Preparation & Pework									
Training Weeks: Learn & Do									
TBM Classroom Training									
Independent Practice									
TBM On Site Coaching Weeks									
On Site Follow Up *									

* 30+ days after week 7

■ Client led activities ■ TBM led activities

Week 1 - Classroom 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) • Personal analysis - 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
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

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