



Lead Hand/Team Leader Training

Introduction

Lead hands, team leaders and other front line working leaders pose a challenge for many organizations. They usually don't have the same responsibilities as supervisors, but they do influence the quality, productivity and performance of many employees. Often, these front line leaders are part of the hourly workforce, and in a unionized workplace, they are part of the bargaining unit.

Traditional supervisory training fails to meet the specific needs of these front line leaders. Team Leaders typically have lesser responsibilities in areas such as confronting performance problems, progressive discipline and conducting team meetings.

Front line leaders are typically selected based on seniority or the quality of their work, and attracted to the additional pay that comes with the position. They are often ill-equipped to deal with specific challenges including:

- Providing leadership within their peer group
- Commenting on quality or performance issues
- Dealing with difficult people
- Training new or temporary employees
- Balancing their own output with getting the most from their work group

By providing training to your working leaders, you will impact productivity, quality, safety, morale and attitudes.

Solutions to the Challenges Faced by Front Line Working Leaders

Having trained more than 5,000 supervisors and managers, Unique Training & Development has designed a shorter-duration and specifically tailored training program for lead hands and team leaders.

You may want to consider combining sessions specifically tailored for front line leaders along with sessions for supervisors and managers to implement a consistent leadership style across your organization.



Course Content

Session One

Expectations of a Leader

- Four step management process: Plan, Organize, Lead & Control and specific tasks performed by the work leader
- 7 responsibilities that support the company mission
- Your role in the company's leadership team

Leading

- Characteristics of leaders
- How to lead by example
- Creating a vision for your department

Session Two

Understanding People, Motivation and Performance

- How our beliefs about others influence their performance
- Reasons people don't perform
- Motivating factors
- Different types of motivation
- How leadership impacts productivity & morale

Session Three

Effective Communication

- Thinking before you speak - what you want to communicate
- The impact of words, tone & emphasis and body language
- Improving inter-shift communication
- Five step verbal communication process

Assigning Work Tasks and Accountability

- How to assign work tasks effectively
- Getting your work group to take responsibility for results



Session Four

Coaching, Confronting or Commenting on Performance Issues

- Understanding your role in the coaching, confronting and correcting process
- How to comment on a performance, safety or quality issue
- When to involve your supervisor or manager

Shop-floor Training

- Identifying the training needs of your work group
- Six step process for on-the-job training

Logistics & Scheduling

The basic Lead Hand/Team Leader program is 12 hours in length. Typically the course is either delivered in two full-days or four half-days. Some organizations choose to add additional modules to cover off other topics.

The course is delivered on-site at your location to eliminate the need for travel and minimize time off the job. In multi-shift operations, we can provide the flexibility of providing training around the clock.

We offer public courses from time to time. Please visit <http://uniquedevelopment.com/frontline-leadership.htm>

Each participant receives a workbook for reference purposes, a laminated reminder-card and insights & commitments sheet to support their application of what they learn on the job. Participants discuss and practice skills in the session.

Facilitators - Relating to the Shop Floor

Greg Schinkel has an engaging presentation style and an ability to quickly customize specific examples related to your organization. Greg is a best-selling author, media personality and has extensive operational experience.

<http://UniqueDevelopment.com/greg-schinkel.htm>



Value-Added Options

Pre-course interviews - Our facilitator can meet with a cross section or all the working leaders individually or in small groups to gain insights into their specific challenges, hassles and frustrations. We can summarize this information and present it to management so they get the pulse of the organization from the people closest to the action.

Additional Modules - We can expand the training to include additional modules or greater emphasis on:

- Leadership style
- Conflict management
- Problem solving techniques
- Communications
- Lean thinking
- Quality systems and processes

Identifying Future Supervisors and Managers - We have assessment tools to help you take the guesswork out of who to promote to higher leadership positions in your company.

Sustainability Through Follow-on Training - If sustainability is your objective, consider partnering with UTDI to deliver additional training on an on-going basis. Our modules are based on common principles and fit perfectly with the basic working leader training.

Investment & ROI

The investment required will vary with your location, the number of participants in each session, and whether you select additional modules or options.

As a result of this training, most working leaders will easily generate a payback greater than your investment by improving productivity, safety, quality and improving morale and attitude. **Our experience is that front line leaders are craving this training to help them deal with the challenges and stresses of their position.**

Take the Next Step

Contact us to discuss your situation, request a proposal and ensure a good fit. Call 1-866-700-9043 or email info@uniquedevelopment.com