

# HIGH PERFORMANCE

solutions & consortium

## Front Line Leadership Development

*Skills to Succeed in a Continuous Improvement Culture*

### Benefits Realized by \Participants

- ✓ Production increased from 100 units to 200 exceeding target of 150
- ✓ Reduced absenteeism
- ✓ Increased participation in team meetings and innovation initiatives
- ✓ Decreased number of grievances
- ✓ Overtime costs reduced
- ✓ Quality improved by 10%
- ✓ Improved efficiency of team meetings
- ✓ Escalation of issues to management reduced from once per week to none in last 2 months
- ✓ After hours emergency calls reduced from 3 per night to once every 3 days
- ✓ Decreased waste by 10%
- ✓ Decreased time spent dealing with negative conflict
- ✓ Increased number and quality of improvement suggestions

### **Participating companies since 2007:**

Aeryon Labs, Barrday, Bell Mobility, BlackBerry, Brantford Health, Cambridge Brass, Cardinal Meats, Cimco, Club Coffee, Cogent, Covidien, Curtiss Wright-Indal Tech, Comdev, Dimplex, Escort, FELLFAB, Grohe, Hilroy, L-3 Communications, L-3 Wescam, Liburdi, Knoll North America, Mancor, Marsan Foods, Maple Lodge Farms, Nexans, Northstar, Precision Resource, Partners in Project Green, Rockwell Automation, RIM, S.C. Johnson, S&C Electric, St. Joseph's Hamilton, Scarborough General, Shawcor, Sunopta, Tim Hortons(TDL), Transcontinental, Tremco

One of the most important (and most difficult) positions in our organizations is our Front Line Leaders. It is where the organization has direct contact with our team members that provide value to our customers. The performance of our Front Line Leaders has a large impact on our organization's ability to generate and deliver value.

The HPSC Front Line Leadership Development program provides your leaders with the skills to create a high performance culture and engage their teams in Lean Thinking.

In addition to the Lean focused content of the workshops, the Leaders and their Mentors are supported by an expert coach between workshop to practice the skills they learn and to ensure skill development continues after the conclusion of the program.

### What you will Learn

#### Lean Thinking for Leaders

Overview of Lean Thinking as it applies to a high performance environment. Application of lean tools such as visual management in an office or production setting.

#### Coaching for High Performance

Motivate and provide meaningful feedback to build bench strength. Delegate, manage expectations and identify performance gaps to enhance skill development.

#### Changing Culture

Learn how high performance cultures are created and perpetuated. Apply tools to help team members transition through change and thrive in a learning organization.

#### Engagement

Develop communication skills to engage team members, prevent conflict and interact effectively with all levels and departments. Improve self leadership to inspire followers and build a culture of accountability.

#### Problem Solving & Team Skills

Develop high performance team skills to improve productivity, problem solving and innovation. Apply problem solving tools such as A-3 to increase influence and achieve business goals.

#### Program Expert Coach

**Linda Cuthbert - Breakthrough Performance** ~ Facilitation and Coaching

- ✓ Corporate and consortium training for over 10 years in leadership, culture, conflict, customer service and succession development.
- ✓ Known for her dynamic and accessible facilitation style
- ✓ Background in broadcasting, media relations, marketing and event management
- ✓ Former high performance athlete in the sport of diving winning medals at Pan Am Games, Commonwealth Games, National and World Championships
- ✓ Recognized as one of Canada's most influential women in sport for achieving success in various leadership roles in the sport community



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### Who should Attend?

- ✓ Front Line Supervisors, Managers, and Team Leaders
- ✓ Project leads, continuous improvement facilitators
- ✓ High potential leaders with or without direct reports
- ✓ People from office or production environments

### Prerequisite for Success

- ✓ Participate in all workshops and phone coaching sessions
- ✓ Dedicated onsite Mentor who attends 2 – half day workshops and supports the participant with real time coaching

**Registration Deadline**  
August 30, 2016

### Location

Teatro Conference Centre  
121 Chisholm Drive  
Milton, Ontario L9T 4A6  
Rialto Room

### Cost

\$2050.00 + HST for HPC, HPM, AfEE and CIA Consortium Members

\$2600.00 + HST for Non-Members

### Cost Includes

- ✓ Participant Workbooks for both Leader & Mentor
- ✓ 3 Phone Coaching sessions for each Leader and Mentor with workshop facilitator
- ✓ Refreshments and Lunch

Day	Date	Topic	Participants
1	Sept 22	Program Launch	Mentors (am only) & Leaders
		Continuous Improvement	Leaders
2	Oct 11	Communicate to Lead	Leaders
		Performance Management	Leaders
3	Nov 1	Coaching for High Performance	Leaders
		Dealing with Differences	Leaders
4	Nov 22	High Performing Teams	Leaders
		Problem Solving	Leaders
5	Dec 13	Culture & Change	Leaders
		Personal Leadership	Leaders
6	Jan 10	Program Wrap Up - Half Day	Mentors & Leaders

### Registration: Please complete & submit

Leader Name	
Title	
Company	
Address	
City, Province	
Postal Code	
Phone	
Email	
Mentor Name	
Title	
Phone	
Email	
Membership	<input type="checkbox"/> AfEE/HPM/HPC/CIA <input type="checkbox"/> Non Member
Invoice Information	



Congratulations Spring 2016 Graduating Class

### Registration Details

Registration by mail: Please make cheques payable to "HPS Inc." and mail to:  
450 Westheights Dr. Unit 2, Kitchener, Ontario, N2N 2B9

Registration by Email: Please Print, Sign & Scan to Email to [ssmith@hpsinc.ca](mailto:ssmith@hpsinc.ca)