



Front Line Leadership Program

Skills to Support a Continuous Improvement Environment

Today's front line leaders need skills to engage their people, involve everyone in continuous improvement and innovation, coach their employees, and create an agile and committed workforce in order to achieve their business goals. The Front Line Leadership course helps participants develop the skills to create a high performance culture and lean thinking. The workshops in this course are dynamic and interactive and are supported by coaching with a facilitator and mentoring on site. Participants from a variety of industries learn from one another as they practice applying the techniques learned in the course.

Program Content Outline

Benefits Realized by Previous Participants include

- 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 from 10% to 7.5%
- Decreased time spent dealing with negative conflict
- Increased number and quality of improvement suggestions

Participating companies since 2007:

Barrday, Cimco, Cogent, Covidien, Curtiss Wright-Indal Tech, Comdev, Escort, FELLFAB, Grohe, Hilroy, L-3 Communications, L-3 Wescam, Knoll North America, Mancor, Marsan Foods, Nexans, Maple Lodge Farms, Rockwell Automation, Research in Motion (RIM), S.C. Johnson, S&C Electric, Shawcor Tim Hortons(TDL), Transcontinental, Tremco, RuggedCom, Vicwest, Westons

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.

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.

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.

Coaching for High Performance

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

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 Facilitator

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

For Enrollment Information and to find out how to make this training happen within your own organization...

High Performance Solutions Inc. ~ www.hpsinc.ca ~ Phone 519-893-6260 ~ info@hpsinc.ca

Training offered in Partnership with:



Program Schedule Winter 2012

Target audience

- 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
Jan 15th, 2012

Location *(New)*

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

[map](#)

Cost

\$1750.00 + HST for HPS, HPM and AfEE Consortium Members

\$1995.00 + HST for other HPS recognized consortium members

\$2500.00 + HST for Non-Members

Cost Includes

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

Space is Limited

Day	Date	Topic	Participants
1	Feb 15	Program Launch	Mentors (am only) & Leaders
		Lean Concepts	Leaders
2	Mar 6	Communicate to Lead	Leaders
		Performance Management	Leaders
3	Mar 28	Coaching for High Performance	Leaders
		Dealing with Differences	Leaders
4	Apr 18	C.I. Through Teams	Leaders
		Problem Solving	Leaders
5	May 9	Culture & Change	Leaders
		Leadership	Leaders
6	May 30	Program Wrap Up - Half Day	Mentors & Leaders

* Sessions begin at 8:30am and finish at 4:00pm

Registration: Please complete & submit

Leader Name & Title			
Company			
Address			
City, Prov, PC			
Phone			
Email			
Mentor Name & Title			
Phone			
Email			
Membership	<input type="checkbox"/> AfEE/HPM	<input type="checkbox"/> Consortia-other	<input type="checkbox"/> Non Member
Consortia-other	<i>Please specify:</i>		
Payment Type	Cheque Enclosed <input type="checkbox"/>	Visa <input type="checkbox"/>	Mastercard <input type="checkbox"/>
Card #			
Expiry date			
Name on Card			
Billing Information			
Amount submitted	\$	HST:\$	Total:\$

X _____

Signature of Cardholder

Registration Details

Registration by mail: Please make cheques payable to "HPS Inc." and mail to:
202-10 Pioneer Dr, Kitchener, Ontario, N2P 2A4

Registration by Fax or Email: Please Print, Sign & Fax to 519 893 3685 or Scan to Email to gbernardo@hpsinc.ca

PLEASE NOTE: A cancellation fee for the full course cost will be charged for participants who cancel less than 10 business days prior to the Start Date. Substitutions may be made up until Sept 26, 2011. Registrants will receive program details one week prior to the event.