

# HIGH PERFORMANCE

## Front Line Leadership Development solutions & consortium *Skills to Succeed in a Continuous Improvement Culture*

### **What is a Front Line Leader?**

- One of the most important positions in our organization
- Where the organization has direct contact with team members
- Performance has a large impact on our organization's ability to generate and deliver value

### **What is the HPSC Front Line Leadership Development program?**

- Provides leaders with the skills to create a high performance culture and engage their teams in Lean Thinking
- Provides leaders and their Mentors are supported by an expert to practice the skills they learn
- Ensures skill development continues after the conclusion of the program

## **What will I learn?**

### **Lean Thinking for Leaders**

**Overview** of Lean Thinking **Application** of lean tools such as visual management

### **Coaching for High Performance**

**Motivate and provide** meaningful feedback.

**Delegate, manage** expectations and identify performance gaps

### **Changing Culture**

**Learn how high performance cultures are created** and perpetuated

**Apply tools** to help team members transition through change and thrive

### **Problem Solving & Team Skills**

**Develop high performance team skills** to improve productivity, problem solving and innovation.

**Apply problem solving tools** to increase influence

### **Engagement**

**Develop communication skills** to engage team members, prevent conflict and interact effectively

**Improve self leadership** to inspire followers and build a culture of accountability

### **Program Expert Coach**

**Linda Cuthbert: Breakthrough Performance** – Facilitation and Coaching

- ✓ Corporate and consortium training for over 10 years
- ✓ 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

## **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, Baylis Medical, 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), Stackpole, Transcontinental, Tremco

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solutions & consortium

## Front Line Leadership Development

*Skills to Succeed in a Continuous Improvement Culture*

### 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

### Location

Granite Ridge Golf Club  
9503 Dublin Line  
Milton, Ontario L9T 2X7

### Cost

\$2400.00 + HST for HPC, HPM, AfEE and CIA Consortium Members

\$3000.00 + 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	Mar. 5	Program Launch	Mentors (am only) & Leaders
		Continuous Improvement	Leaders
2	Mar. 12	Communicate to Lead	Leaders
		Performance Management	Leaders
3	Apr. 2	High Performance Teams	Leaders
		Problem Solving	Leaders
4	Apr. 16	Coaching for High Performance	Leaders
		Dealing with Differences	Leaders
5	May 7	Culture and Change	Leaders
		Personal Leadership	Leaders
6	May 9	Program Wrap Up - Half Day	Mentors & Leaders

Registration - Register on line at [hpsinc.ca](https://hpsinc.ca) or complete and 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	

**Registration Deadline**  
**Feb. 15, 2019**



### 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)