LEADERSHIP DEVELOPMENT PROGRAM

Front Line Leadership

Engaging people in continuous improvement

A program of the HPM Consortium · High Performance Solutions and Consortium · Kitchener, Ontario

PROGRAM DATES	LOCATION	HPM MEMBERS	NON-MEMBERS
May 5 – June 23, 2026	**Crieff Hills**	**$3,900 + HST**	**$4,700 + HST**
6 days · 11 sessions	Puslinch, Ontario	CDN dollars per participant	CDN dollars per participant

PROGRAM OVERVIEW

Building Leaders Who Build Better Teams

Manufacturers across Southwestern Ontario are under increasing pressure to boost productivity, reduce waste, and stay competitive. The key to unlocking that potential is not just better processes — it's better leaders.

The Front Line Leadership program equips your supervisors, team leaders, and high-potential employees with the human skills they need to engage their teams, drive continuous improvement, and become the problem solvers your operation depends on.

Too often, high-performing operators are promoted into leadership roles without the skills to lead others. This program closes that gap — transforming front-line leaders into coaches, communicators, and champions of continuous improvement.

Built on HPM Principles

This program is built on the principles of Organizational Systems Thinking (OST) and the HPM Consortium model — the same framework that has helped Ontario manufacturers build high-performance cultures for over 30 years. Participants learn from one another across industries, supported by expert facilitation and on-site mentoring.

What Participants Become

- ✓ **Coaches** who develop people, not just direct them
- ✓ **Communicators** who engage teams and prevent conflict
- ✓ **Problem Solvers** who resolve issues at the source
- ✓ **Change Champions** who help their teams thrive through change

SKILL DEVELOPMENT FOCUS

Five Areas of Development

Five interconnected skill areas, building progressively from CI fundamentals through to leading cultural change in your organization.

01	**Continuous Improvement Thinking for Leaders** Overview of CI thinking as it applies to a high-performance environment and how to build commitment — not just compliance. Application of CI tools including visual management in both the product factory and information factory.
02	**Engagement & Communication** 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.
03	**Coaching for High Performance** Motivate and provide meaningful feedback to build bench strength. Delegate effectively, manage expectations, and identify performance gaps to enhance skill development across your team.
04	**Problem-Solving & Team Skills** Develop high-performance team skills to improve productivity, problem-solving, and innovation. Apply practical tools: Why technique, brainstorming, cause & effect, Pareto, A3, PDCA, and Root Cause Analysis.
05	**Changing Culture** Learn how high-performance cultures are created and perpetuated. Apply change management tools to help team members transition through change and thrive in a learning organization — with your front-line leaders driving that transition.

WHO SHOULD ATTEND

Ideal Participants

✓ **Front line supervisors & managers** responsible for day-to-day production leadership

✓ **Team leaders & group leads** who direct small teams in production or operations

✓ **CI champions & project leads** who facilitate improvement events

✓ **High-potential employees** being prepared for leadership — with or without direct reports

PROGRAM STRUCTURE

Two Delivery Streams

STREAM 1

Skill Development Sessions

Interactive group sessions that provide leaders with the thinking behind the concepts. Dynamic, relevant, and practical — built for real manufacturing challenges.

✓ **Office & production personnel** information factory and product factory environments both welcome

Prior CI training is not required.
What matters is the commitment to apply learning at work between sessions — and that their organization provides a dedicated on-site mentor.

On-Site Mentoring
A dedicated mentor from your organization supports each participant between sessions — developing action plans, enhancing accountability, and ensuring learning is applied on the job.

Mentor Requirements
→ Attends two of the six workshop days
→ Participates in mentor orientation on Day 1
→ Provides real-time coaching between sessions

SPRING 2026 SCHEDULE

11 Sessions Across 6 Days

All sessions held in-person at Crieff Hills Retreat Centre, 7098 Concession 1, Puslinch, ON N0B 2J0

DAY	SESSION	TOPIC & FOCUS
Day 1 May 5	1	**Program Launch** Orientation, mentor onboarding, launch Standard Work for Leaders, align all parties to the program
Day 1 May 5	2	**CI Thinking for Leaders** Overview of CI for leaders, Introduction to Organizational Systems Thinking, visual management practice
Day 2 May 6	3	**Communicate to Lead** Communication styles, active listening, clear communication techniques to engage others
Day 2 May 6	4	**Performance Management** Setting effective goals, delegating, identifying and addressing performance gaps
Day 3 May 19	5	**Coaching for Continuous Improvement** Traits of a good coach, sources of motivation, feedback for development, using questions to elicit commitment
Day 3 May 19	6	**Dealing with Differences** Encouraging diversity, dealing with difficult people, conflict sources and stages, preventing escalation
Day 4 June 3	7	**Continuous Improvement Through Teams** Roles of high-performance teams, adapting leadership to team development stages, tools for efficient meetings

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Day 4 June 3	8	**Problem Solving** Rapid problem solving, Why technique, brainstorming, A3, PDCA, Pareto, Root Cause Analysis
Day 5 June 11	9	**Culture and Change** Creating a CI culture, principles of change management, front-line leaders as change agents
Day 5 June 11	10	**Leading Yourself** Learn to lead yourself, leadership styles for high-performance cultures, Standard Work for Leaders habits
Day 6 June 23	11	**Celebrate Success** Leader presentations of their development journey, progress & measurement, leverage learning, next steps

PROGRAM REQUIREMENTS

What Participants Complete

Participants are expected to apply their learning between sessions and demonstrate their development — this is a working program, not a passive training event.

→ Attend all skill development sessions and complete between-session assignments

→ Complete an individual improvement charter based on a real workplace challenge

→ Complete a team improvement charter with fellow participants

→ Deliver a final presentation on personal development at the Day 6 celebration

→ Supported by a dedicated on-site mentor who attends two workshop days

PROGRAM INVESTMENT

Tuition

HPM CONSORTIUM MEMBERS

$3,900

CDN + HST per participant

★ **Members save $800 per participant**

NON-MEMBERS

$4,700

CDN + HST per participant

Tuition includes all six in-person session days, facilitator fees, and program materials. Meal and accommodation costs at Crieff Hills are separate.

Reserve Your Spot for Spring 2026

Cohort sizes are limited. Sessions begin May 5, 2026.

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