

# LEADERSHIP DEVELOPMENT PROGRAM



STRUGGLING TO BUILD MOMENTUM ON YOUR LEAN JOURNEY?

**FRONT-LINE LEADERS INFLUENCE EMPLOYEE ENGAGEMENT. THIS COURSE WILL IMPACT EFFICIENCY, IMPROVE PRODUCTIVITY AND STRENGTHEN YOUR BOTTOM LINE.**

CME's strengths in continuous improvement learning make this program unique.

Learners:

- » Participate in five, full-day workshops;
- » Receive one-on-one phone coaching in between workshops;
- » Are mentored by a leader from their own company who supports with real-time coaching; and
- » Receive a variety of on-the-job tools that can be used easily and right away in the workplace.

## EXECUTIVE FEEDBACK

I would absolutely recommend this training to others! Having 'skin in the game' by both the mentor and mentee is something unique and very positive about this training.

– Custom Castings

## WHO SHOULD ATTEND

- » Frontline supervisors, managers and team leaders
- » Project leads and continuous improvement facilitators
- » High potential leaders with or without direct reports
- » People from office or production environments

## PRICING

Members \$2350 +GST  
Non-Members \$2750 +GST

## PROGRAM FACILITATOR

### JOHN GRAHAM

John Graham is an experienced business development executive with extensive experience in leadership, management and strategic planning. In his role with CME, he counsels clients on strategic planning, sales and marketing, leadership development and information systems, with a continuous improvement focus on streamlining operational effectiveness and efficiency. He is interested in helping front-line leaders empower their organizations and achieve business and personal goals.

**FOR MORE INFORMATION CONTACT**

204.949.1454 | [mb.info@cme-mec.ca](mailto:mb.info@cme-mec.ca)  
**DARETOCOMPETE.CA**

## MENTORS

(8 HOURS IN CLASSROOM)

Mentors from the same company help learners apply workshop teachings in their workplaces. Mentors expand the program impact to affect cultural change. Mentors can support anywhere from one to four learners and may be the learner's manager or supervisor. Some companies broaden the participant's support network by assigning another leader or manager.

Mentor responsibilities:

- » Attend the full-day prep workshop at the beginning of the six-week program, and a half day report out session at the end;
- » Hold a weekly meeting with mentees to discuss their development, what they're learning, help them apply it to their job and review action plans;
- » Conduct brief daily informal meetings or on-the-spot coaching to reinforce new skills; and
- » Provide ongoing support and encouragement and act as a role model to expand program impact.

## INTRO

MENTOR ORIENTATION & PREP (Mentors only)

- » Program overview
- » Your role as a mentor
- » Prework
- » Key mentor skills
- » Building accountability
- » Managing mentor relationship

## THROUGHOUT

Check in with learners on an ongoing basis to provide support, guidance and to institutionalize the training.

## WRAPUP, REPORT OUT & GRADUATION

WRAP UP (Leaders & Mentors)

- » Mentors' report out

## EXECUTIVE FEEDBACK

“The program was filled with very useful and simple-to-use leadership tools. We've all gone to training where we were excited about what we learned, but forgot about it the minute we got back to work and caught up in the day. The mentorship element of this program allows organizations to fully leverage what participants have learned.”  
– Loewen Windows and Doors

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## LEARNERS

(40 HOURS IN CLASSROOM)

Today's frontline leaders need skills to engage people, involve everyone in continuous improvement and innovation, coach employees and create an agile and committed workforce to achieve business goals. Generic leadership training – courses aimed at financial managers, tourism, retail supervisors...or worse, all of the above – just doesn't cut it. Your production leads need training for the shop floor. With 40 hours of workshop training, on-site support from your company mentors and one-on-one coaching calls from the facilitator, this course helps frontline leaders develop the skills to create a high-performance culture.

Learner responsibilities:

- » Attend five full-day workshops and a half day report out session at the end;
- » Complete self-assessments and assignments;
- » Collaborate in a weekly meeting with mentor to discuss their development, learning, and determine how to best apply teachings to job and review action plans;
- » Take part in brief daily informal meetings or on-the-spot coaching with mentors to reinforce new skills; and
- » Participate in telephone coaching calls with course facilitator.

### WORKSHOP 1: CONTINUOUS IMPROVEMENT

Ensure a common understanding of the key concepts of continuous improvement and LEAN thinking. Understand how front-line leaders are critical to LEAN. Learn tips and techniques to use visual management and control boards for employee engagement.

### WORKSHOP 2: COMMUNICATE TO LEAD | PERFORMANCE MANAGEMENT

Recognize different communication styles and how to adapt for effective communications. Develop active listening, communication techniques and the language of leaders. Raise awareness of the best vehicles for intra and inter-department communication. Plus, understand management in a CI environment, apply tools to delegate and empower, plus assess root causes and address gaps in performance.

### WORKSHOP 3: COACHING FOR CI | DEALING WITH DIFFERENCES

Review coaching best practices and techniques. Focus on managing differences at work. Introduce Leader Standard Work and apply coaching techniques. Understand values and behaviours to engage people in problem solving and Continuous Improvement (CI). Identify conflict management styles and develop skills to diffuse tension and reduce misunderstandings.

### WORKSHOP 4: HIGH PERFORMANCE TEAMS | PROBLEM SOLVING

Enhance understanding of teams as they contribute to Continuous Improvement (CI). Manage team dynamics and team evolution. Improve team meeting effectiveness and enthusiasm. Apply Plan-Do-Check-Act as a problem-solving methodology and learn a range of problem solving tools (e.g. fishbone diagrams, brainstorming, 5 Whys, TOADS); tied together in a half-day case study.

### WORKSHOP 5: CULTURE & CHANGE | PERSONAL LEADERSHIP

Change management, culture and engagement. Recognize and overcome barriers to change. Develop effective change plans support people through transitions. Create change readiness and buy in. Add next-level techniques for high performance in a LEAN environment.

### WRAPUP, REPORT OUT & GRADUATION (LEADERS & MENTORS)

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