

Team Building



Problem Solving



Decision Making

Communication

Project Management

# Manufacturing Supervisors & Front Line Managers Leadership Academy

*Managing employees to be their best in manufacturing is one of the best long-term positive management practices in any organization. Front Line Managers and Supervisors must possess effective leadership skills to manage and motivate employees to perform at their peak. To assist our manufacturers in building those skills, Wiregrass Georgia Technical College offers a Manufacturers Leadership Academy. The courses in this academy have been chosen by manufacturers in our service area and are geared specifically for individuals who work in a manufacturing environment. Other courses are available in addition to the modules listed in this brochure. If your company needs training on additional topics, WGTC can custom design the training for you!*

## **MODULE 1: Team Building** -Course Length: 4 hours

Do your teams work effectively in your manufacturing organization? A cohesive team is critical to overall successful results. This course helps leaders understand how to better form teams that have a clear and well-defined purpose. Upon completion of this course, participants will have an increased understanding of 1) prioritizing, 2) team goals vs. individual goals, 3) fostering open and frequent communication, 4) encouraging cooperation vs. competition, 5) dealing with conflict effectively, 6) recognizing and minimizing unproductive competition, 7) promoting collaborative work groups, 8) dealing with conflict effectively, and 9) building trust and morale within a team.

## **MODULE 2: Problem Solving and Decision Making** -Course Length: 8 hours

If you are tired of applying dead-end solutions to recurring problems in your company, this course will help you reconstruct your efforts and learn new ways to approach problem solving as well as develop practical ways to solve some of your most pressing problems and reach win-win decisions. This course will help participants 1) increase awareness of problem solving steps and problem solving tools, 2) distinguish root causes from symptoms to identify the right solution for the right problem, 3) improve problem solving and decision making skills through identifying individual problem solving styles, 4) identify ways to think creatively and work towards creative solutions, and 5) recognize the top ten rules of good decision-making.

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# Leadership Academy

## **MODULE 3: Supervisor Communication Skills** - Course Length: 8 hours

Good communication can help avoid mistakes, conflict, and misunderstanding in the workplace. Upon completion of this course, participants will have an increased understanding of the characteristics of assertive behavior. Participants will learn how to 1) ask directly for what they need without being aggressive, 2) confront problem behaviors successfully, 3) create equitable compromises with employees and peers, 4) hold others accountable, 5) manage conflicts to achieve productive outcomes, and 6) deal with difficult people effectively.

## **MODULE 4: Performance Management** - Course Length: 4 hours

Upon completion of this course, participants will have an increased understanding of the elements of an effective performance management system. They will learn how to 1) help employees create individualized performance goals while providing clear direction so that employees understand expectations, 2) offer ongoing feedback for positive guidance and improvement, 3) develop credible measurements that impact results and have meaning for employees and the organization, and 4) follow a fair and objective plan for progressive discipline when performance problems haven't been solved through other means.

## **MODULE 5: Leadership Skills** – Course Length: 8 hours

Supervisors represent an important force in the economy. They have the power to turn on or turn off the productivity of the people who report to them. They are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. This course will give supervisors the skills in communication, coaching, and conflict needed to be successful. In this course, participants will learn 1) ways to prioritize, plan, and manage their time, 2) how to identify their primary leadership style, 3) how to develop some flexibility to use other leadership styles, 4) ways to meet the needs of employees and co-workers through communication and coaching, and 5) ways to make conflict a powerful force for creative, well-rounded solutions to problems.

## **MODULE 6: Motivating Employees to be Their Best** - Course Length: 8 hours

Motivation is not something one does to others—people motivate themselves. This course is not about traditional, extrinsic motivational techniques such as rewards, incentives, salary, etc. As a manager, if one can create the appropriate climate that fosters positive feelings and eliminates obstacles, then employees will be intrinsically motivated. In this course, participants will learn how to provide the skills and techniques needed to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings. They will learn how to 1) identify major factors that affect motivation, 2) apply dialog and listening skills that model community, influence, and openness, 3) take specific actions to foster trust within a group, 4) model the concept of accountability, and 5) create a group culture of ownership and accountability.

## **MODULE 7: Conflict Resolution** - Course Length: 8 hours

Conflict is inevitable, but if left unchecked it can be highly destructive within an organization. This program offers approaches that will help you identify and enhance the most important aspects of conflict resolution. Develop communication skills that support conflict prevention and practice tools that will end conflict in even the most difficult situations. When you feel that conflict has gone beyond your means, this program offers the benefits of using a third party, as well as procedures for finding an effective mediator.

*Other Leadership & Supervisory training topics are available other than those listed in this publication.*

*We can customize training to meet the specific needs of your company.*

***We also offer a full training curriculum of:***

- ***Industrial Training***
- ***Mechanical Training***
- ***Health & Safety Training***

*Check out our updated “Business and Industry Services” webpage under our college website at [www.wiregrass.edu](http://www.wiregrass.edu) to view more information regarding course scheduling and fees.*

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