

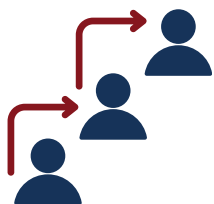


Training

SUPERVISOR CERTIFICATION SERIES

LEADERSHIP GROWTH IN MANUFACTURING

Investing in your supervisors is one of the most powerful decisions a company can make. Though a comprehensive, results-driven pathway designed to transform good employees into exceptional leaders. With four structured certificate levels and hands-on elective coursework, participants build the communication skills, emotional intelligence, and strategic thinking needed to motivate teams, resolve conflict, and drive measurable performance. Whether your supervisors are stepping into leadership for the first time or refining years of experience, this program delivers practical tools they can apply on the floor.



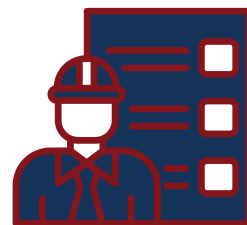
Internal Pipeline

Builds a credible path for promoting leaders from within.



Retention Boost

Structured training cuts voluntary turnover by up to 50%.



Supervisor Impact

Supervisors directly influence up to 70% of plant productivity.



1

Fundamentals of Supervision

Striving for Peak PERFORMance

This 14-hour course empowers new and seasoned supervisors to build a Peak PERFORMance work environment using the 7 leadership tools: Purpose, Expectations, Relationships, Feedback, Orientation, Recognition, and Morale — the PERFORM model.

Topics Include:

- The "Results Ladder" and the multiple roles of a supervisor
- Leading on "purpose" and communicating clear expectations
- Building trust through DiSC; reinforcing & re-directive feedback
- Orientation, training, and coaching
- Recognition, conflict resolution, motivation & morale

Program Details: 4 Half-day sessions

2

Advanced Supervisor

Exploring Your Leadership Potential

This 14-hour course builds on Level 1, diving deeper into the 7 Tools of the PERFORM model to sharpen leadership potential and help associates perform at their peak.

Topics Include:

- Leadership skills assessment & Emotional Intelligence
- Goal setting, time management & workplace civility
- DiSC adaptation and feedback practice
- Coaching with the GROW model & applying performance recognition
- Win/win conflict resolution & motivation theories

Program Details: 4 Half-day sessions

3

Team Leader

Reaching Your Leadership Peak

This course equips supervisors to build a positive team environment using the 7 PERFORM tools, exploring Team Dynamics and Development through real-world case studies.

Topics Include:

- Types of teams, their value & the four stages of development
- The 6 "team success factors" & five "dysfunctions" of a team
- Roles of effective team leaders and team members
- DiSC for building strong teams & "managing up"

Program Details: 2 Half-day sessions

Requirements: Completion of Level 1 is required to take Levels 3 & 4; Level 2 can be taken at any time.

4

Problem Solving

Thinking "Outside the Box"

This 7-hour course sharpens critical thinking and creative problem-solving across three sessions: Critical Thinking, Creative Problem Solving, and Decision Making.

Topics Include:

- Divergent vs. convergent thinking & critical thinking strategy skills
- Six-Step problem-solving model
- Efficient decision-making techniques

Program Details: 2 Half-day sessions

Requirements: Completion of Level 1 is required to take Levels 3 & 4; Level 2 can be taken at any time.

Want to earn the full Manufacturers' Association Supervisor Certification?

Complete all 4 certificate levels and two supervisor elective courses to earn the Certification!