

# Operational Excellence

MMTC-West User Group

## Supervisor – Leader User Group

### User Group Description

This user group is the most comprehensive and valuable training available for supervisors and organizations. The training program pays back through direct application of improvement, problem solving, and leadership methods and tools. This program provides the participant with a practical understanding of how to be a more effective supervisor and lead people to improved organizational performance. Key methods and tools are put to use immediate use to provide documented improvement in individual and team performance measures.

The fundamentals of supervision and leadership are put into practical terms, applications and tools to provide the participant a well-rounded understanding of how and when to use the key tools and techniques. Special consideration is given to performance metrics, goal setting and performance management, or “how to help others succeed”. Performance metrics are established to document improvements.

The user group format allows participants to apply the tools to their work areas and track improvements. The work session plans are outlined below.

### Output/Benefits

- Develop key performance indicators to track and document improvement.
- Learn and share techniques from tours of “Best Practice” and member companies.
- Develop a peer network and sounding board to discuss new ideas, techniques and current improvement opportunities.
- Explore new technologies and approaches to current Supervisor issues.
- Receive training in Supervisor tools and techniques.
- Complete specific work projects that tie into group learning sessions. (Detailed outcomes from each session are available on request.)



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## Targeted Participants

Participants can be first time supervisors, experienced leaders, or managers that would benefit from additional formal training, practice and learning. Anyone involved in supervising or leading people, including potential future leaders and supervisors for your company, are appropriate members for this user group.

## Format

The format of this User Group is eleven user group sessions, three hours in length, held every four to six weeks, at member company's facilities and/or available tour companies.

## Company Requirements

- Each member shall host at least one meeting.
- Each member shall attend all meetings and interact during group discussions.
- Each member shall complete the work projects as assigned.
- Members must have a Mentor from their company. The Mentor will help the member fulfill the requirements of the group, and provide support for learning.

## Curriculum

Meeting 1:	Team Building & Diversity
Meeting 2:	Performance Management & Metrics
Meeting 3:	Communications & Delegation
Meeting 4:	Continuous Improvement & Problem Solving
Meeting 5:	Project & Time Management and Meeting Leading
Meeting 6:	Interview Techniques & Hiring
Meeting 7:	Decision Making, Rewards & Discipline
Meeting 8:	Performance Reviews, Conflict Management & Terminations
Meeting 9:	Anger & Stress Management
Meeting 10:	Principled Leadership and Motivation

## Cost

\$1,200 per person

## Facilitator

Rob Ptacek, Competitive Edge Training and Consulting, a Ptacek & Associates LLC company

## To Register

Please contact MMTC-West at The Right Place:  
(616) 771 – 0561 | [mmtcwest@rightplace.org](mailto:mmtcwest@rightplace.org)



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