

MEC – For Leadership

March 11, 2021 – April 29, 2021 (Virtual Classroom times 12:00pm to 3:00 pm)

(Note: Virtual Instruction via Zoom will run Thursdays unless otherwise indicated)

OVERVIEW

The Manufacturing Essentials Certificate - For Leadership Program is designed for companies seeking to enhance the leadership skills of their supervisors and managers, and accelerate performance of their teams. This program is focused on the *people side of leadership*. It is less focused on operational matters and physical production.

In this 8-week certification you will focus on developing essential leadership skills including coaching, giving feedback, performance management, conflict resolution and problem solving.

As a participant, you are making an 8-week commitment to learn, share and connect with other participants. To achieve your certification, you will:

1. Attend and participate in 8 'virtual classroom' sessions delivered through Zoom. Each session is 3 hours.
2. Complete all assigned eLearning modules prior to meeting in the Virtual Classroom weekly.
3. Complete a group Workplace Performance Project (WPP) using the 7-Step Problem-Solving Model. This includes a short presentation in Week 8.
4. Post weekly regular updates and communicate as needed through the Learning Portal.
5. Complete other program requirements on your own time. This certification will require you to spend approximately 2 - 6 hours per week outside the virtual classroom; amount of time will depend on length of e-learning as well as complexity of Workplace Performance Project.



PROGRAM OBJECTIVES

This program is designed to support leaders in developing the skills to:

- *Coach and develop their teams*
- *Accelerate team performance*
- *Increase employee engagement*
- *Solve problems in the workplace.*

In this program the leader is seen as the key mechanism for empowering and developing teams to peak performance. Participants will be engaged in practical and experiential learning opportunities that will build their skills in taking their teams to the next level.

LEARNING OBJECTIVES

The learning objectives for this program are:

- Develop problem-solving skills
- Strengthen interpersonal communication and emotional intelligent skills
- Equip leaders with situational coaching skills
- Enable leaders with the skills to develop and empower their teams
- Build capacity for problem solving and conflict resolution
- Develop skills in building employee and team engagement
- Increase public speaking and project management skills

LEARNING PORTAL

Link to Portal: <https://mec-fmc.ca>

Username/Email: The email address you were registered with OR if you do not have a work email address, your username will follow the format Firstname.Lastname.MEC

Password: MECTraining



OUTLINE

Module 1

March 11 - 12

- **Virtual Classroom**
 - Course overview
 - Introductions
 - Tech tour
 - 7 Step Problem Solving Strategy overview
 - Workplace Performance Project overview
- **Knowledge Networks Assignment**
 - Introduce yourself and what you are hoping to gain from the program. What is great leadership to you?
- **E-Learning:**
 - Effective Problem Solving: Introduction
 - Effective Problem Solving: Defining the Problem

Module 2

March 15 - 19

- **Virtual Classroom**
 - Coaching Part 1
 - How to have a coaching conversation
 - Asking Powerful Questions
 - Problem Solving Step 1: Defining the Problem
 - Creating a Problem Statement
 - WPP Update: Team members and topic
- **Knowledge Networks Assignment**
 - Group Post: What is your WPP problem? Why is this problem important to your group?

- **E-Learning:**
 - Workplace Performance Project Guide
 - Effective Problem Solving: Studying the Problem
 - Coaching

- **Virtual Classroom**
 - Coaching Part 2
 - Situational Leadership
 - Problem Solving Step 2: Studying the Problem
 - WPP Update: What is your Problem Statement?

Module 3

March 22 - 26

- **Knowledge Networks Assignment**
 - What is your default Situational Leadership style? Which style do you find most challenging and Why?
- **E-Learning:**
 - Effective Problem Solving: Finding Root Causes

- **Virtual Classroom**
 - Giving Effective Feedback
 - Problem Solving Step 4: Finding Root Causes
 - 5 Whys
 - Fishbone Method
 - WPP Update: What Information have you gathered to study the problem?

Module 4

March 29 – April 2

- **Knowledge Networks Assignment**

- Group Post: Share how you used one root cause analysis tool and what you learned about your problem in the process.

- **E-Learning:**

- Effective Problem Solving: Developing the Solution
- Feedback Essentials

- **Virtual Classroom**

- Developing Your Team
- Problem Solving Step 4: Developing Solutions
 - Cost / Benefit Analysis
- WPP Update: What root causes have you found?

- **Knowledge Networks Assignment**

- Group Post: Post 2 - 3 solution options that your team is considering, and the advantages / disadvantages of each option.

- **E-Learning**

- Effective Problem Solving: Implement the Solution

Module 5

April 5 - 9

- **Virtual Classroom**

- Handling Difficult Situations
 - Conflict Resolution Styles
 - Collaborative Conflict Resolution
- Problem Solving Step 6 & 7: Implementation & Follow Up
 - Creating an Implementation Plan

Module 6

April 12 - 16

- Creating a Follow Up Plan
- WPP Update: What solutions are you considering?

- **Knowledge Networks Assignment**

- Group Post: Post an outline of your team's implementation plan.

- **E-Learning**

- Effective Problem Solving: Review and Evaluate Results
- Effective Problem Solving: Follow-Up
- Difficult Interactions

Module 7

April 19 - 23

- **Virtual Classroom**

- Team Collaboration
 - Planning Team Building Activities
- Presentation Skills
 - Full Practice Presentations

- Reminder: send full presentation slides to your facilitator by [April 26]

Module 8

April 26 - 29

- **Virtual Graduation**

- Welcome from EMC
- WPP Presentations followed by Q&A
- Closing remarks