

MEC - Harvard Program – For Supervisors – April 2021

April 21, 2021 – June 23, 2021 (Virtual Classroom times 11:30 am to 1:00 pm EST)

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

EMC – Manufacturing Essentials Certification – Harvard Program for Supervisors is designed to build and enhance skills needed to be a productive and valuable member of any manufacturing workplace. You will be focusing on Problem Solving, Working with Others to Build an Effective Team and Workplace Communication.

To achieve your certification, you will commit to the below expectations:

	Approx. Time Commitment	Expectations
Overall Time Commitment	60 hours over 10 weeks	
Virtual Classroom Sessions	90 minutes per week	Attend and participate in all Virtual Classrooms delivered through Zoom
Self Directed E-Learning Courses	1 – 4 hours per week	All e-Learning modules should be complete prior to meeting in the Virtual Classroom weekly (except for week 1 where you will meet your facilitator for the virtual Orientation first). The majority of E-learning modules take approximately 2-4 hours to complete but varies based on reading abilities. The Problem Solving e-learning courses are shorter in length (Approximately 15 – 30 minutes each).
Workplace Performance Project	25 hours+	Complete a Workplace Performance Project (WPP) using the WPP eLearning module and WPP Guide with your team demonstrating understanding of the 7-Step Problem Solving Model. This will be completed outside of the virtual classroom sessions therefore please make sure to set aside time with your team each week to work on this. You will prepare and deliver a presentation on your Workplace Performance Project in Week 10.
Knowledge Networks	As needed	Post regular updates and communicate as needed through the Learning Portal (access details included below)

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Learning Portal Access details: As part of the Manufacturing Essentials Certification Program, you will receive access to an online Learning Portal where you will post WPP updates, access additional resource documents for the program and complete eLearning modules.

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

(Note: The email address used for registration is usually your work email address, however if you are unsure, please email Lisa Steudle at lsteudle@emccanada.org)

- **Virtual Classroom 1: Orientation/Introductory Session (90 min) (April 21):** We will review Program Delivery (Skills & Learning Portal, Knowledge Networks, and Virtual Classroom Interface), Participant Introductions, Timeline and Learning Plan, and Key Success Criteria. The first hour will be an overview via Zoom, followed by half-hour demo regarding Portal Access for Online Learning and Knowledge Networks Communication Forums.
- **Online Learning:**
 - **Process Improvement-** Understand what a business process is and how to use business process improvement to enhance your organization's efficiency and profitability. Learn how to detect signs of trouble, to identify problems by creating process activity flowcharts, to envision a better process, and to test your ideas. Understand the best ways to roll out the improved process and to ensure it delivers the desired results.
 - **Overview of the Workplace Performance Project (WPP) -** An introduction to the Workplace Performance Project.
- **Workplace Performance Project Assignment 1:** Define your Workplace Performance Project/group and brainstorm on topic.
- **Knowledge Networks Assignment 1:** Post a brief introduction in the Program Communication Forum about your current position/company, what your expectations are from enrolling in this Program and if you have had any prior experience with Virtual Classrooms and/or online learning.

Week 1

Apr. 21 - 23

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Week 2 Apr. 26 - 30	<ul style="list-style-type: none">• Online Learning – Problem-Solving: Introduction to the 7 Step Problem Solving Strategy• Workplace Performance Project Assignment 2: – Review workplace performance project documentation and understand the objectives of the Workplace Performance Project. Please refer to the tools and documentation provided in the Resources area of the Learning Portal.• Knowledge Networks Assignment 2: Create and post a discussion on the Knowledge Networks to introduce the member/s of your project team and provide possible topics for you or your group.• Virtual Classroom 2: Problem-Solving Session and WPP Progress Update (90 min) (April 28): We will review the concepts and strategies presented in the Problem-Solving program and answer related questions. Teams will then give a brief update on their WPP progress.
Week 3 May 3 - 7	<ul style="list-style-type: none">• Online Learning<ul style="list-style-type: none">○ Problem Solving: – Step 1 (Define the Problem)○ Problem Solving: – Step 2 (Study the Process)• Workplace Performance Project: Assignment 3 – Select a topic and get Management approval. Understand Step 1 – Define the Problem and Step 2 – Study the Process in the Workplace Performance Project Guide and how these steps in the problem-solving process impact your project. Create a draft outline, timeline, and breakdown of responsibilities.• Knowledge Networks Assignment 3: Post your Workplace Performance Project outline and attach draft copies of your outline, timeline, and breakdown of responsibilities.• Virtual Classroom 3: Workplace Performance Project Session and WPP Progress Update (90 min) (May 5) – Facilitator will lead participants in the development of workplace performance projects and offer guidance and insight. Teams will then give a brief update on their WPP progress.
Week 4 May 10 - 14	<ul style="list-style-type: none">• Online Learning:<ul style="list-style-type: none">○ Difficult Interactions: Learn the common causes of difficult interactions in the workplace and the benefits of effective conflict management. Take away tips for dealing with the emotions involved, for overcoming the barriers that prevent people from addressing conflict, and for managing conflict between employees.○ Problem Solving: – Step 3 (Root Cause Analysis)○ Problem Solving: Step 4 (Develop the Solution)• Workplace Performance Project Assignment 4: Understand Step 3 – Identify the Root Cause and Step 4 – Develop the Solution in the Workplace Performance Project Guide, how these steps in the problem-solving process impact your project and update your project outline. Start Collecting metrics and data to support the solution theories. Start discussions with any stakeholders related to your project.• Knowledge Networks Assignment 4: Post your project outline with your developments related to Steps 3 and 4 of the Workplace Performance Project Guide.

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- **Virtual Classroom 4: Difficult Interactions Session and WPP Progress Update (90 min) (May 12)**– Facilitator will lead a discussion about the ideas covered in the Difficult Interactions program and show how they can be practically handled in the workplace. Teams will then give a brief update on their WPP progress.

- **Online Learning**

- **Feedback Essentials:** Learn how and when to use various types of feedback to maximize openness and encourage learning. Covers information on establishing a receptive work environment, giving effective feedback, receiving feedback openly, being patient with non-communicators, and managing barriers to feedback. Complete before this week’s Feedback Essentials virtual classroom session.
- **Problem Solving:** – Step 5 (Implement the Solution)
- **Problem Solving:** Step 6 (Review and Evaluate Results)

Week 5

May 17 - 21

- **Workplace Performance Project Assignment 5:** Understand Step 5 – Implement the Solution and Step 6 – Review & Evaluate Results (Cost Benefit Analysis) in the Workplace Performance Project Guide, how these steps in the problem-solving process impact your project and update your project outline. Continue building your workplace performance project, analyzing data, and applying the Seven-Step Problem-solving Technique supported by information and advice provided.
- **Knowledge Networks Assignment 5:** Post an update on project and, if necessary, request individual project follow-up with program facilitator.
- **Virtual Classroom 5: Feedback Essentials and WPP Progress Update (90 min) (May 19)**– Facilitator will lead participants through a discussion on Feedback Essentials and topics covered in the online module. Teams will then give a brief update on their WPP progress.

- **Online Learning**

- **Team Management:** Manage a team by building trust, strengthening team identity, and encouraging open communication and participation. Follow steps to resolve destructive conflict that arises in teams. Evaluate the performance of individuals and your team as a whole and reward appropriately.
- **Problem Solving:** Problem Solving - Step 7 (Follow Up)

Week 6

May 24 - 28

- **Workplace Performance Project: Assignment 6:** Understand Step 7 – Follow Up in the Workplace Performance Project Guide (Complete the “Follow Up Plan”) and how these steps in the problem-solving process impact your project. Continue with data analysis, prepare to implement a solution.
- **Knowledge Networks Assignment 6:** Post project update stating status and list remaining steps to completion.
- **Virtual Classroom 6: Team Building Session and WPP Progress Update (90 min) (May 26)**– This session will focus on the purpose of a team and the team-building process. We will discuss the various team roles and the stages in forming and sustaining a team. Teams will then give a brief update on their WPP progress.

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Week 7

May 31 – June 4

- **Online Learning – Coaching:** Use the time you spend coaching employees more effectively. Study best practices for listening, inquiry and reflection—a coach’s most powerful tools. Learn how to identify which employees will be most receptive to coaching and which may need a different approach. A detailed example allows you to follow along in a coaching scenario to see best practices in action.
- **Workplace Performance Project Assignment 7:** Continue to implement solution(s) and evaluate results. Finalize your workplace performance project with an action plan for implementing and sustaining the solution (i.e. work breakdown structure, timelines and forecast of the business impact) and prepare for presentation; make any final adjustments.
- **Knowledge Networks Assignment 7:** Post project update stating status and list remaining steps to completion.
- **Virtual Classroom 7: Coaching Session and WPP Progress Update (90 min) (June 2):** Facilitator will lead participants through coaching techniques and materials. Teams will then give a brief update on their WPP progress. Teams will then give a brief update on their WPP progress.

Week 8

June 7 - 11

- **Online Learning - Leading People:** Learn how effective leaders inspire trust, motivate others, and define and communicate a vision. Discover why emotional intelligence is a leader’s most powerful tool and learn how to develop yours. Investigate how leadership responds to the imperatives of global business.
- **Workplace Performance Project Assignment 8:** Review presentation with your Manager and get approval on final content. Finalize workplace performance project and prepare for presentation; make any final adjustments.
- **Knowledge Networks Assignment 8:** Continue with posting any project updates.
- **Virtual Classroom 8: Presentation Preparation Session and WPP Progress Update (90 min) (June 9)**– This virtual classroom session will be dedicated to assisting participants finalize details for presentation of their Workplace Performance Projects. Teams will then give a brief update on their WPP progress.

Week 9

June 14 - 18

- **Online Learning – Presentation Skills (Optional):** Learn how to analyze your audience and the setting (whether in-person or remote) so you can more effectively prepare for and deliver a presentation. Find out how to gather and use facts, evidence, stories, and media (including visual aids) to support the main messages you want to convey in your presentation. Discover tactics for structuring and managing the three critical components of your speech: the opening, the body, and the call to action. Explore best practices for rehearsing your presentations and for managing challenges that can arise as you’re delivering a talk, whether it’s “stage fright” or provocative, tough questions from your audience. Includes a section on evaluating your presentations to identify lessons you can apply to subsequent talks.
- **Workplace Performance Project: Assignment 9** – Complete outstanding requirements and Workplace Performance Project presentations. Prepare and rehearse workshop presentation. Final Presentations will need to be ready to be submitted for week 10.
- **Knowledge Networks: Assignment 9** – Continue with posting any project updates on the Knowledge Networks.
- **Virtual Classroom 9: Leadership Session and WPP Progress Update (90 min) (June 16)** – Facilitator will review leadership in the workplace and the topics covered in the leadership module. Teams will then give a brief update on their WPP progress.

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Week 10

June 21 - 23

- **Workplace Performance Project: Assignment 10** – Submit final version of WPP Presentation to facilitator no later than: **June 21, 2021**.
- **Presentation of WPP: Virtual workshop on June 23** – Times TBD. Participants will present their Workplace Performance Projects to gain perspective on the issues and resolutions implemented by their industry peers. Participant's Managers are also invited to attend this great virtual event. Participants meeting all program requirements will receive Certification on this final day and will receive a certificate by mail after the session.