

## CASE STUDY

# PRODUCTION LINE MANAGERS DEVELOPMENT PROGRAMME



DFS is the number one sofa specialist in Europe and are still hand-crafting their products in the UK. In 2013, Wingman was contracted to provide a development programme to give production line managers and supervisors a solid foundation in their formal development by improving their management skills, thereby improving employee engagement and the quality and efficiency of the factories without seeing a reduction in productivity.

*“Thanks for all your help and support throughout the course - it's been brilliant and I've learnt so much with what we've done” - Delegate*

## CLIENT BRIEF

In consultation with the client, we agreed the following areas for development:

- have the confidence and skills to deal with people-related problems swiftly, and without running to HR
- be seen to be more effective in front of their people and staff and show competence in the workplace
- be given the knowledge that they will need to apply as skills in the future in a more senior role

## FRAMEWORK

**Scoping:** A structured, and completely bespoke programme with modules developed based around business needs

**Focus:** Performance management, effective meetings, managing conflict and 1:1 communication skills

**Methodology:** A blend of classroom work and practical exercises (interviews, meetings) using subject matters and skills which are important to the business

**Assessment:** All delegates were assessed by Wingman for an ILM Level 2 Award in Leadership and Team Skills. Delegates were required to submit a combination of written work and AV recordings for assessment

## OUTCOMES

- Deliver a structured, tailored and accredited programme for production line supervisors
- Feedback has been exceptionally positive
- The Effective Meetings for Managers module delivered real change for the business
- Each manager knows how to follow better processes and run successful meetings
- Tighter agendas and use of minutes with actions
- Skills to run meetings effectively

*“Overall a great experience and a chance to build my knowledge” – Delegate*

## GET IN TOUCH