



WORKFORCE STRATEGIES  
INTERNATIONAL  
UNLOCKING HUMAN POTENTIAL

# LEADERSHIP

## Leadership

Front-line leaders in the food processing industry are critical to maintaining high standards for safety, quality, productivity and cost. A multi-national corporation with 7 plants across Canada was experiencing uneven and inconsistent results, which hurt its profitability and competitiveness.

Working with their plant management teams, we analyzed the required competencies for success, and then designed and implemented a comprehensive training program to teach these critical competencies and behaviours to front-line leaders. We also worked with senior managers in each plant to ensure that follow-on reinforcement for these behaviours was in place to support their use in the workplace.

The result was a significant and immediate improvement in key metrics, which continued to improve over the next 12 months, resulting in an average profitability gain of several hundred thousand dollars in each plant's bottom line numbers.

As a result of this success, the company adopted this program as a standard for all front-line leaders in manufacturing and warehousing operations across North America.