

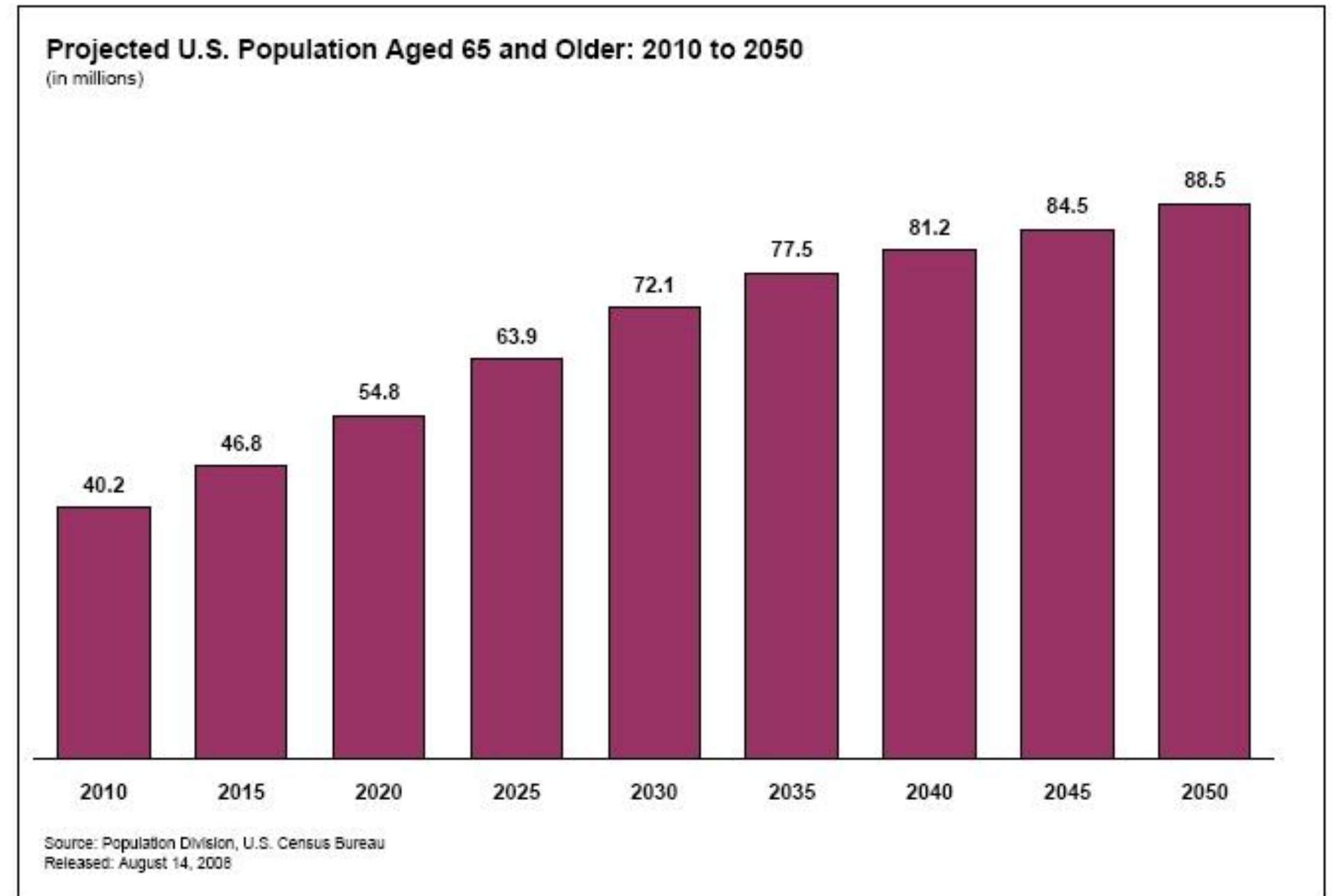
Training and Coaching

Front Line Supervisors

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Stephanie Sherman, Leadership Training Coach & Installation Manager

PVA Consulting Group



Baby Boomer Tsunami

Attrition

Front Line Supervisors Key Responsibilities

1. Health and Safety

Supervisor's conviction,
prison term upheld in deadly
scaffolding collapse when
five construction workers fell



Toronto, ON – Jan 11th , 2016

Front Line Supervisors Key Responsibilities

2. Environment

OSHA have opened an investigation into a gas explosion that destroyed a home completely and damaged several others



O'Fallon, MO - March 3rd, 2022

Front Line Supervisors Key Responsibilities

3. Customer Facing



Front Line Supervisors Key Responsibilities

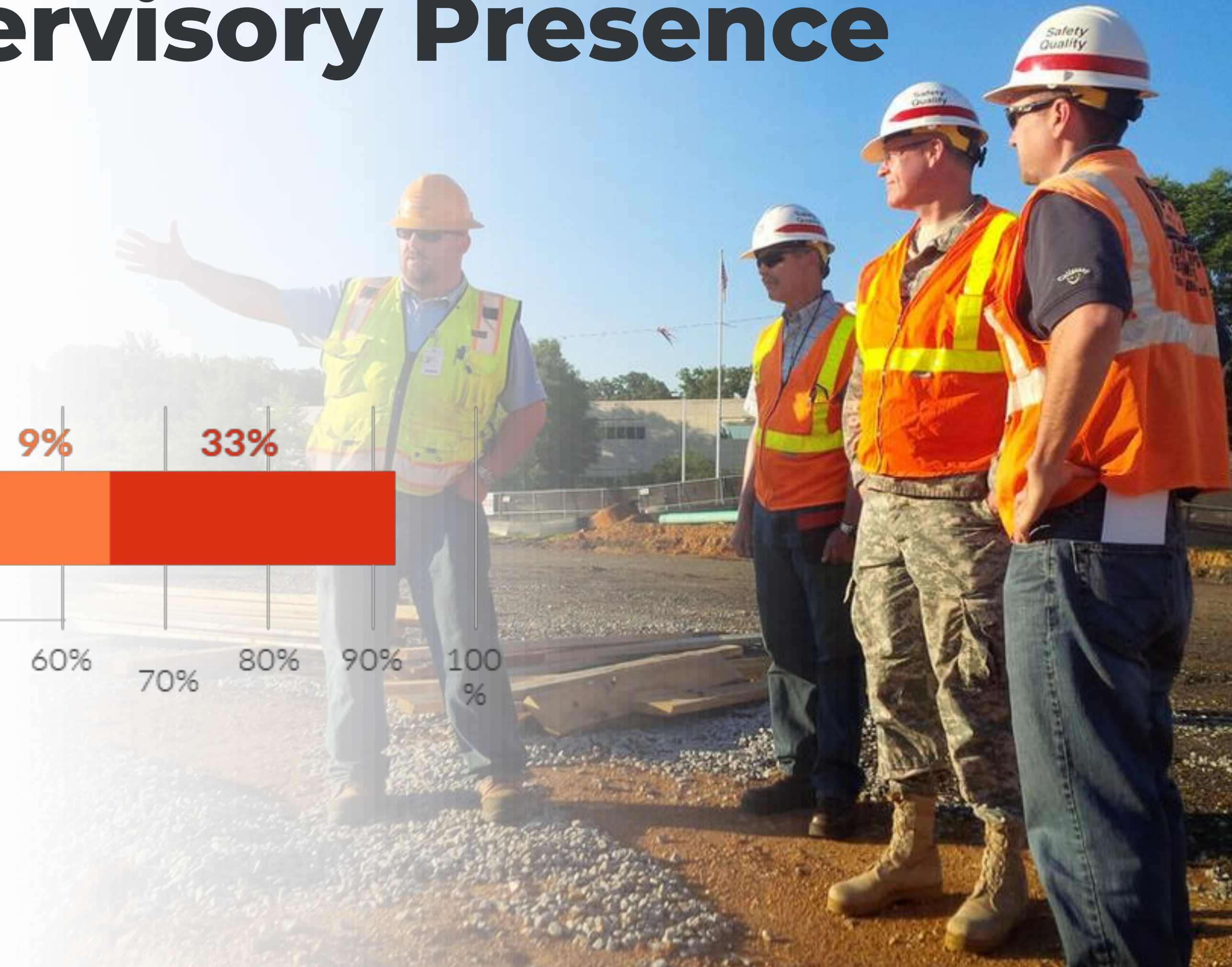
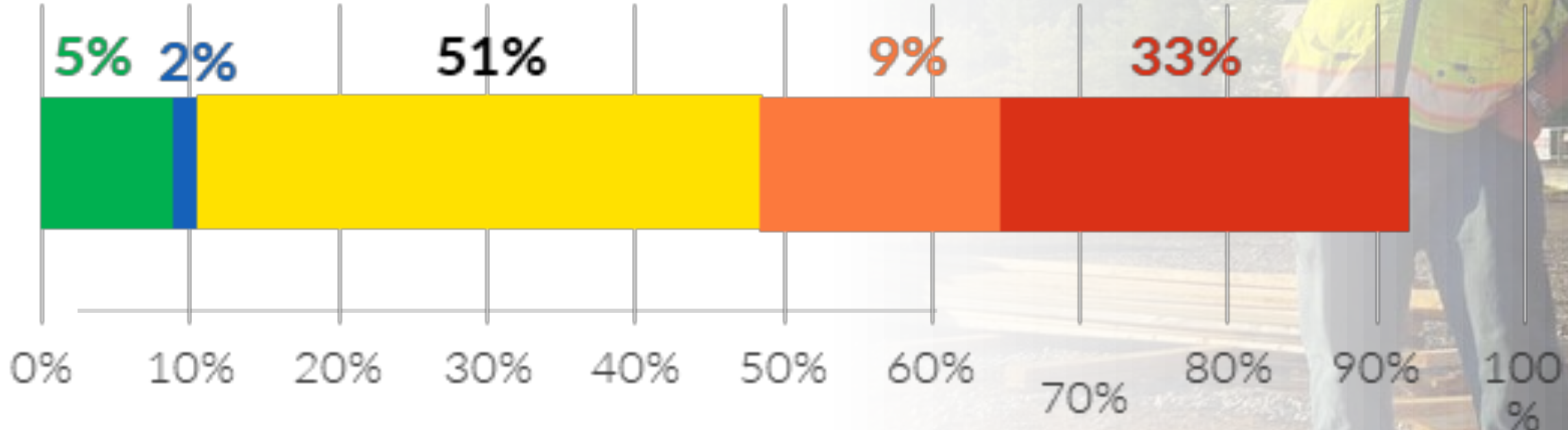
Juggling priorities

- **Employee safety and health**
- **Environment**
- **Customer facing**
- Business needs
 - Schedule and service attainment , reliability , productivity
- Human Resources
 - Employee coaching and development, performance management
- Finance – reporting , payroll, materials, job costing
- Innovation / Continuous Improvement





Supervisory Presence



LESSONS LEARNED



Understand

Understand how your Supervisors are spending their time and does it align to the core responsibilities and activities a Supervisors

Develop

Develop models, tools and processes to support the core responsibilities and accountabilities in the field
(Boots on ground)


Capabilities

Your Supervisors all have different starting points in terms of capabilities

**“I just think as
a captain,
everybody’s
different.”**

Mark Messier
Canadian Hockey Hall of Famer



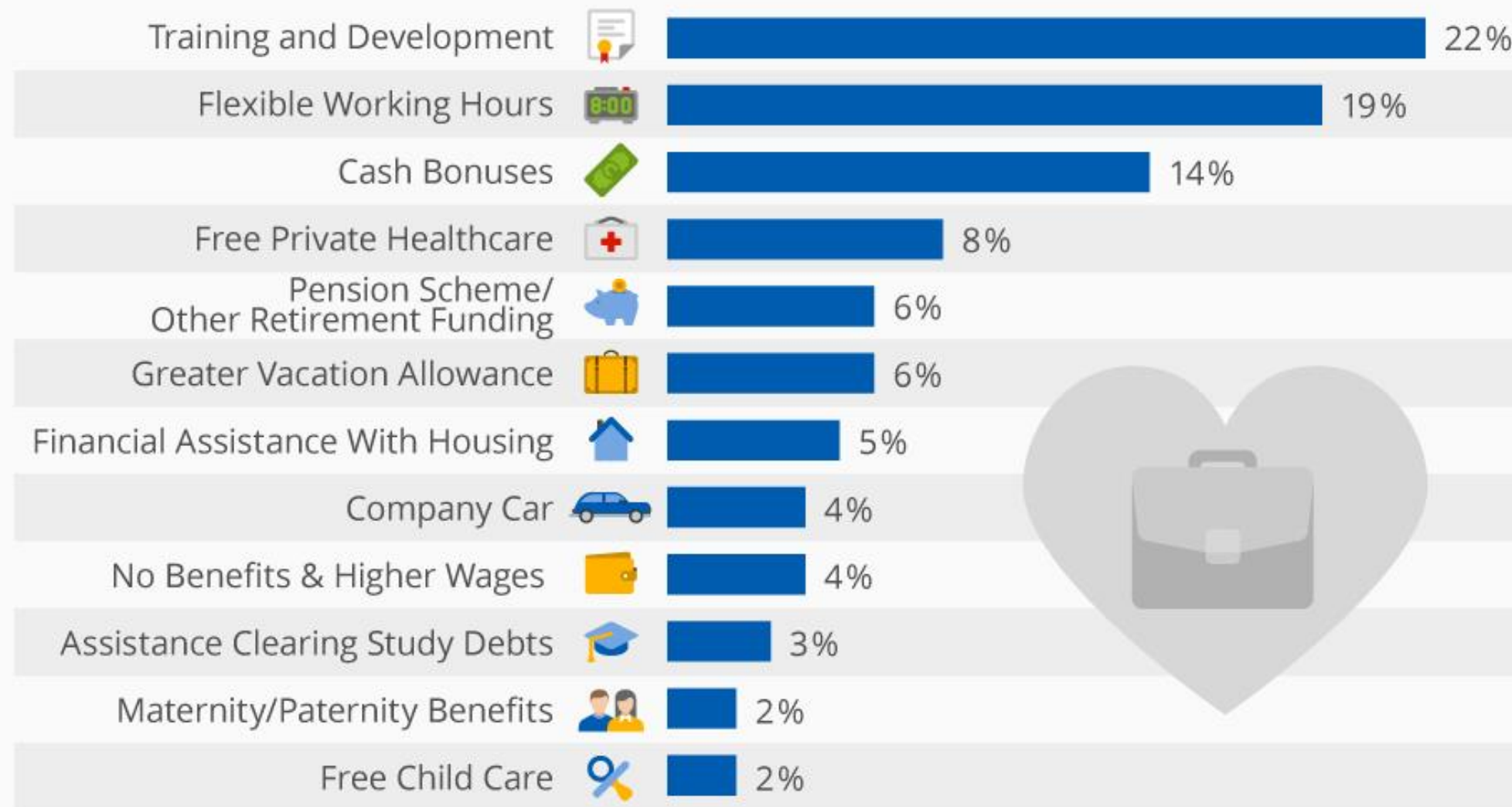


Now, onto the Who and the How

Millennials

Which Working Benefits Do Millennials Value Most?

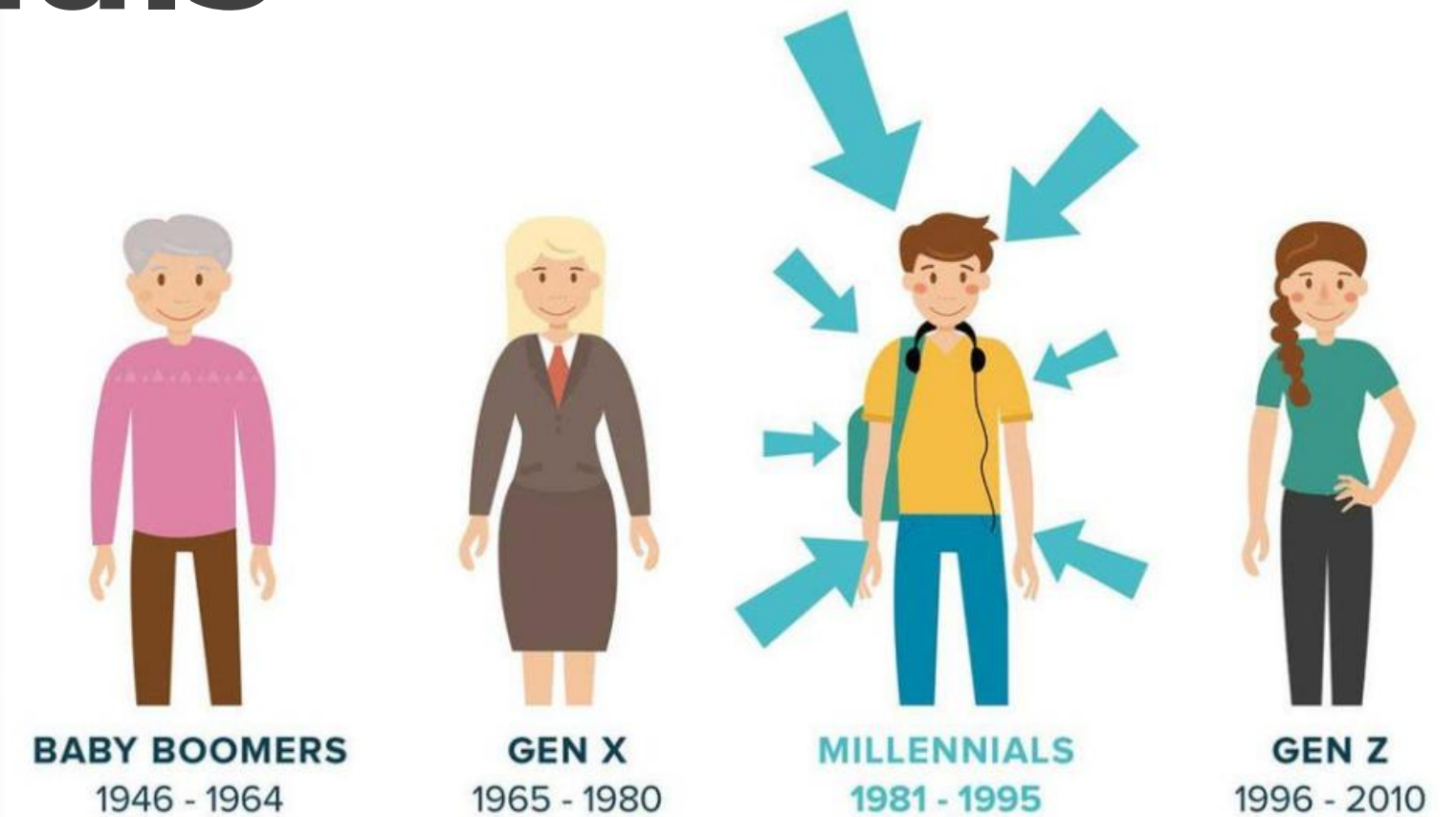
% of global millennials ranking each of the following benefits first



n= 4,364 graduates across 75 countries

@StatistaCharts Source: KPCB

statista



➤ **Millennials**

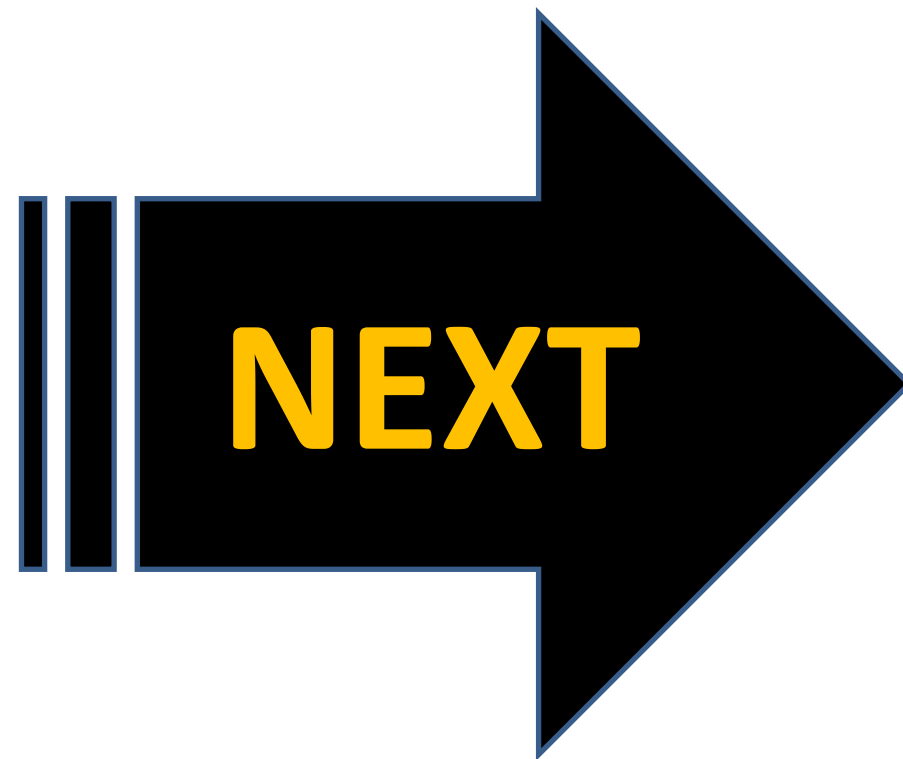
➤ **27 to 41 year olds**

➤ **They need the “why”**

How?



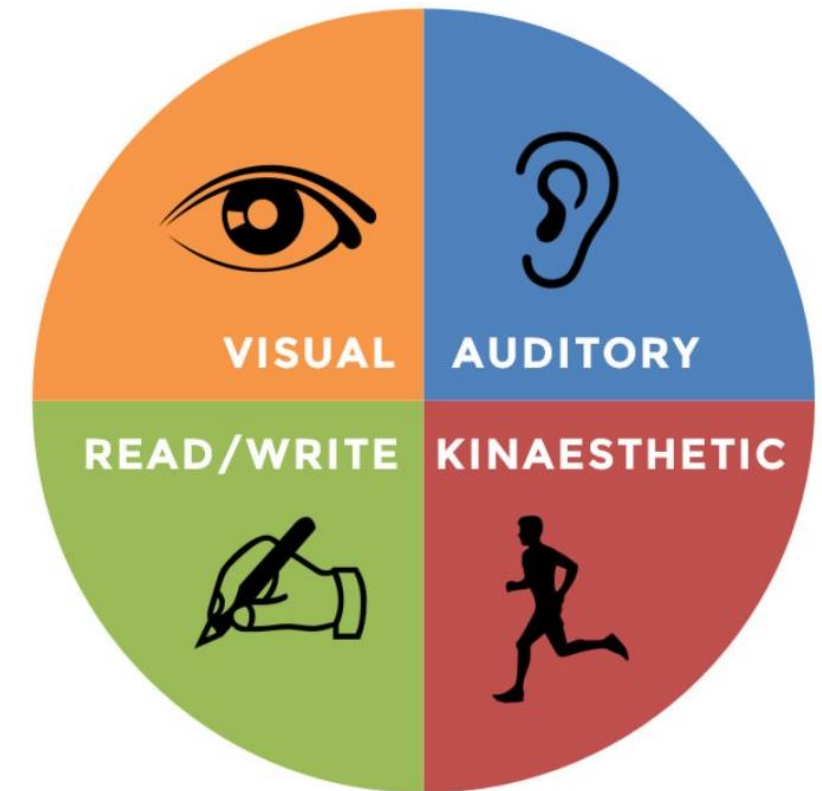
TIMING



FLAVOR OF THE
MONTH



WIIFM

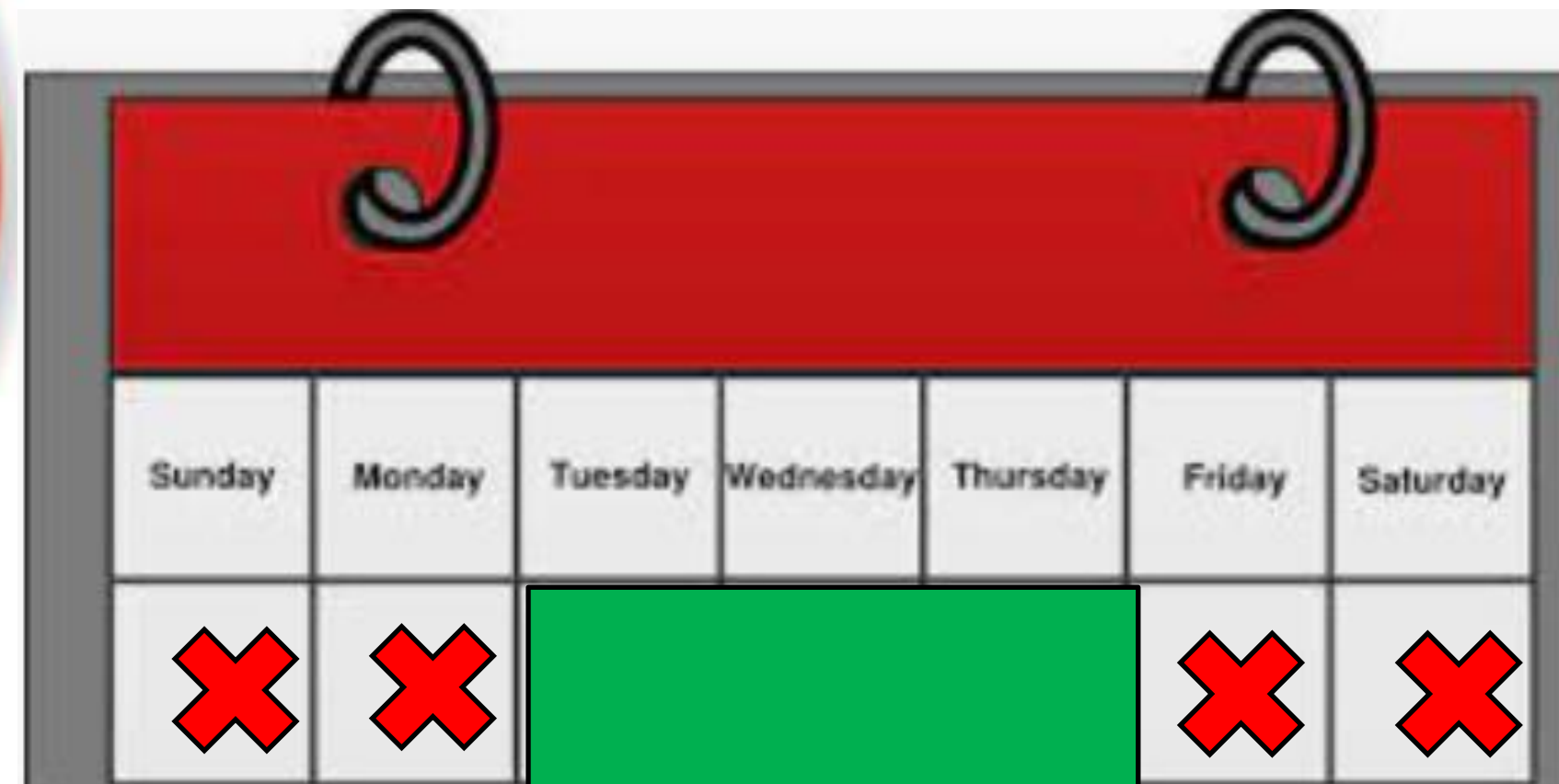


STYLE OF
TRAINING



**HOW do we
provide effective
training and
coaching?**

Make It Engaging



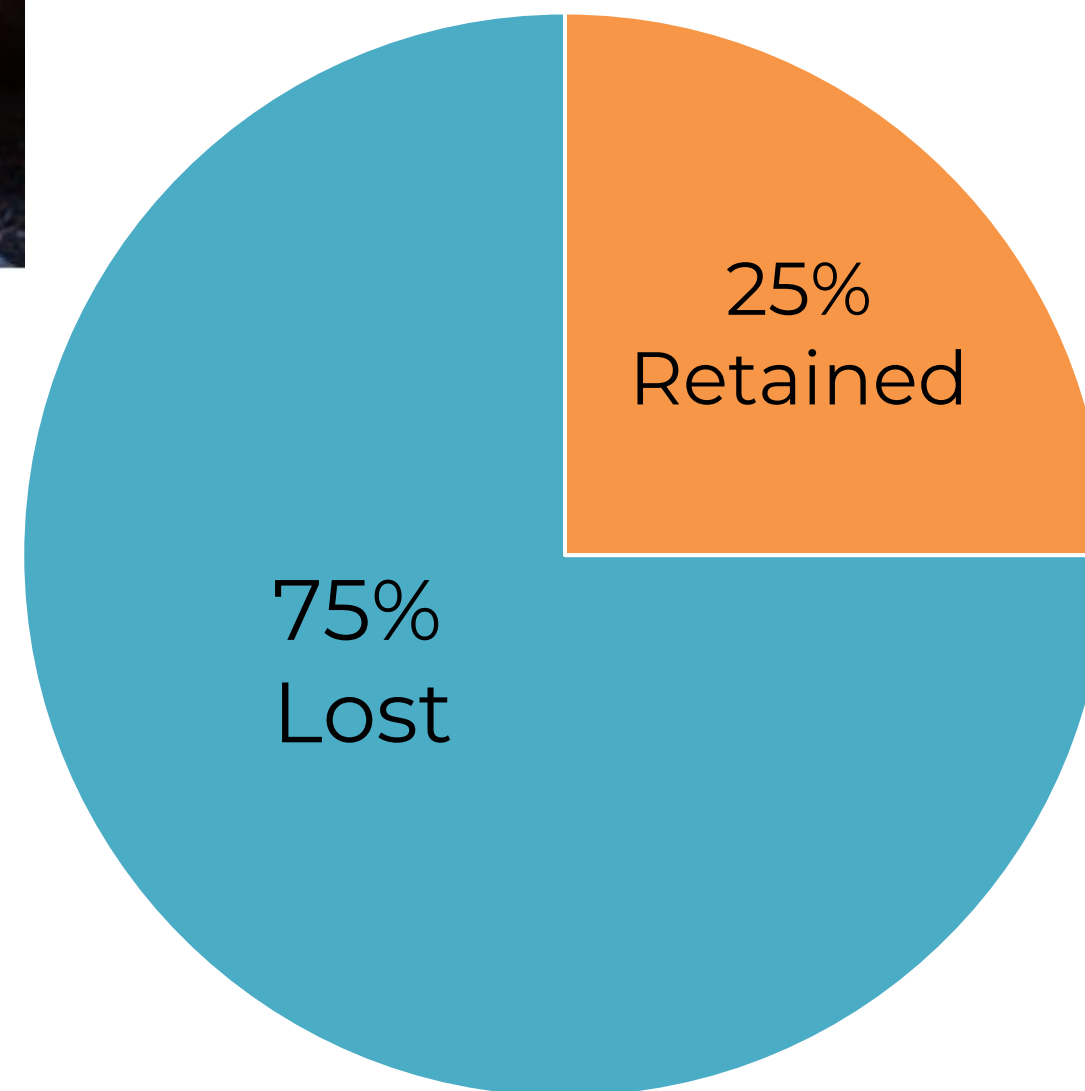
Use Reinforcement



The Magic #



Training Retention



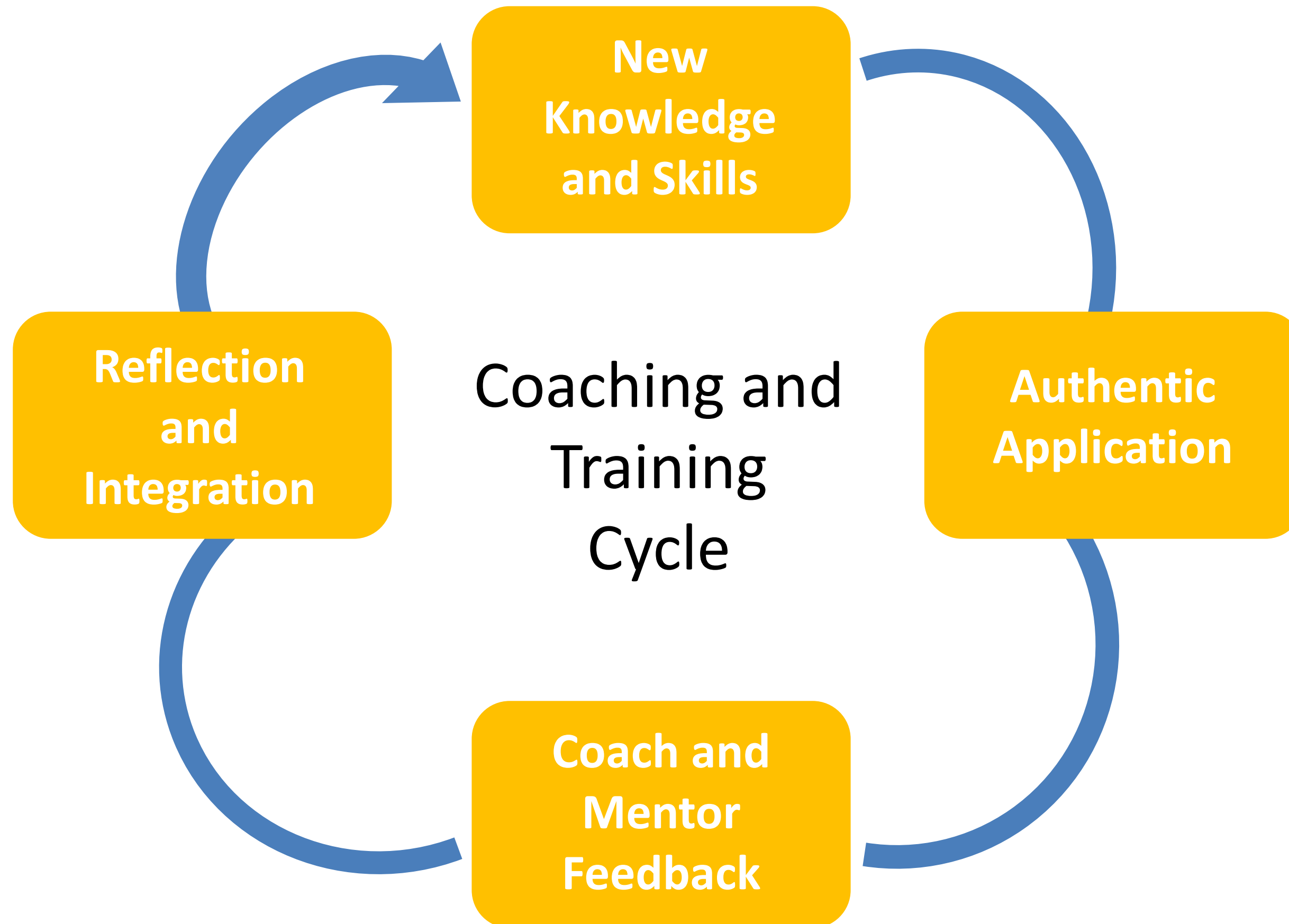
**The Power of
Repetition**

Provide Boots On The Ground Coaching



Boots on the
Ground





In Summary...

- ✓ The Who
- ✓ The Why
- ✓ The How





Let's have a coffee
Thank you!

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