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# Manufacturers Alliance Collaborative & Constructive Feedback

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## Plastic Products Manufacturing

- Totes & Trays
- Hopper & Recycle Bins
- RSC/HSC Boxes
- Rolls & Sheets
- Tree Wrap
- Water Jet Bricks
- Custom Products



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## Customized Production Services



- Kitting, Packaging & Assembly
- Sorting, Labeling & Collating
- Product Testing, Rework & Modifications
- Shrink Wrap, Poly Bag & Heat Seal
- Medical Packaging & Assembly



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## Mission



Serve people with disabilities by offering *inclusive employment opportunities* and services.



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## MDI Employment & Locations



**Total 393/193 people with disabilities  
(currently 49% PWD)**

**Minneapolis** (75/19)

**Grand Rapids** (60/9)

**Hibbing** (106/66)

**Cohasset** (152/99)

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## Key Aspects of Collaborative & Constructive Feedback



- Most people desire to do a good job
- Essential element of leadership
- RPRS = Right People Right Seat
- GWC = Get It, Want It, Have the Capacity

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## Key Aspects of Collaborative & Constructive Feedback



- Clearly communicate expectations
- Optimize individual potential & success
- Honest, direct, and timely feedback
- Demonstrate you care
- Personal accountability
- Listen

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## Coaching Example #1



- Salesperson
- Chasing everything
- Any contact = good contact = business
- Unqualified opportunities consumes time & energy of salesperson & organization
- Not delivering results expected

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## Coaching Example #1



- Experienced salesperson
- Well-intentioned
- Highly motivated to drive growth
- Passionate about the organization & mission
- Didn't see an issue with approach
- GWC = Yes; RPRS = Yes

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## Coaching Example #1



- Leader provided feedback several times
- Peers provided feedback
- Reset expectations on goals
- Time & energy ROI
- Consistent messaging & tie to results
- Result = strong improvement over time

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## Coaching Example #2



- Marketing Manager
- Own agenda versus organizational priorities
- Not aligned with sales team
- Time & energy ROI
- Not delivering results expected

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## Coaching Example #2



- Passionate about organization & mission
- Well-intentioned
- Caring heart
- GWC = No
- RSPS = No

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## Coaching Example #2



- Early indicators of issues
- Performance gaps evident to others
- “His” mirror reflection & true reality
- Significant feedback & coaching plan
- Making the tough decision for exit strategy
- Individualized approach w/dignity & respect

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# Thank you!

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