



**Manufacturers Alliance**

Providing Training & Education Peer to Peer

open to

PROFESSIONAL TEAM LEADER  
**CERTIFICATION**

# WELCOME

**This isn't legacy academics where professors lecture you about things you won't apply.** This training will help you identify your strengths as a leader, improve communication and engagement and lead a team that wants to stick together.

Here is what you need to do next:

1. Schedule time to watch the training videos
2. Complete all of the workbook exercises
3. Follow the steps to submit your workbook on page 57

After you send us your completed workbook we will send you your Professional Problem Solver certificate.

*Kirby Sreen*

President, Manufacturers Alliance

P.S. Once you're done if you are looking to take your leadership skills to the next level, check out the Supervision Fundamentals Certification.





# COURSE 1

## LEARNING YOUR LEADERSHIP STYLE



Featuring: Jessica Lyons

# AGENDA

- 1 WHY DO YOU WANT TO BE A LEADER** ⌚ 10 mins
- 2 THE MINDSET OF A PROFESSIONAL TEAM LEADER** ⌚ 10 mins
- 3 UNDERSTANDING YOUR COMMUNICATION STYLE** ⌚ 20 mins
- 4 HOW TO MANAGE YOUR TIME AND ENERGY** ⌚ 10 mins
- 5 SEEKING ACCOUNTABILITY VS BEING HELD ACCOUNTABLE** ⌚ 5 mins
- 6 TIEING IT ALL TOGETHER** ⌚ 5 mins

## MEET YOUR INSTRUCTOR



### Jessica Lyons

Jessica Lyons is the Director of People and Culture at Accraply, a Barry-Wehmiller company that designs and manufactures label application equipment. Jessica has previously held HR Leadership roles in electrical control panel manufacturing, condiment packaging, and automation equipment. She graduated from the University of Minnesota with a degree in Mass Communications, Economics, and Management, and is working toward her MBA.





# WHY DO YOU WANT TO BE A LEADER?

## WITH LEADERSHIP COMES GREAT RESPONSIBILITY

Become aware of your personal motivational. **Three needs** that exist in each of us:



**The Need for  
Achievement & Autonomy**



**The Need  
for Affiliation**



**The Need  
for Power**

## Pure Piping

The Turnover Rate has increased from 15% to 50% over the past 12 months. Excessive downstream scrap in Pure Piping's coil department. Bob sees opportunities and has ideas on how to improve key processes that can help reduce the scrap downstream in coil.

Bob hears his co-workers voicing complaints about the work environment, and complaints about management. Bob thinks he can help improve the work environment if in a leadership role.



# WHY DO YOU WANT TO BE A LEADER?

## UNDERSTANDING NEEDS

### ACHIEVEMENT

#### If high:

- You derive satisfaction from the act of achievement
- You choose activities that give you personal accomplishment
- You want to assume personal responsibility for solving problems
- You prefer independent decision-making vs. group consensus

### AFFILIATION

#### If high:

- You place high importance on human relationships
- You provide service to others
- You are empathetic/understanding
- You value relationships more than accomplishments
- You have a need for approval
- You prefer group consensus vs. independent decision-making

### POWER

The term Power can take on negative connotations. Alternatively use Positive Power . Power may come across negatively if actions self-serving

#### If high:

- You need to have an impact on and/or influence over others
- You seek positions of leadership, authority, and visibility
- You secure support for your own initiatives and/or champion the aspirations of others
- You formulate clear, persuasive goals and inspire others to work together to achieve them
- You articulate group goals in a manner that will motivate people to accomplish them

## Pure Piping

Bob notices a lot of great ideas within the group, but the team isn't working together toward any common goals. Bob feels he could take charge and organize.

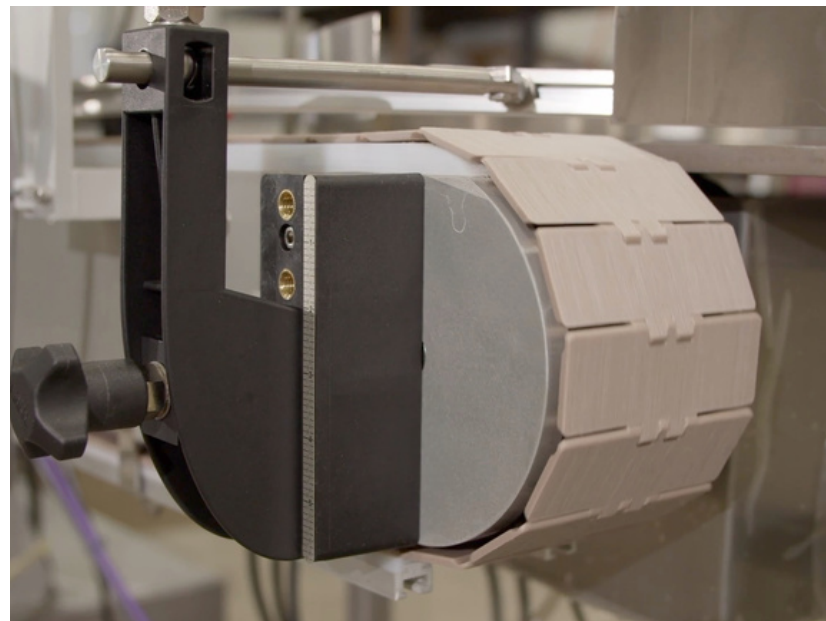
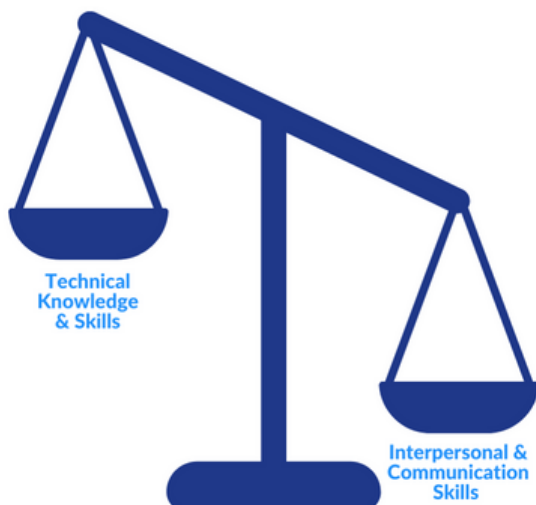


# WHY DO YOU WANT TO BE A LEADER?

## WHAT MAKES A GREAT LEADER?



### Self-Awareness and Self-Management Skills





# WHY DO YOU WANT TO BE A LEADER?

What does it take to be a great leader?

The ability to inspire people to follow you ... not just superficially, but genuinely with their hearts and minds. Respect peoples' ideas, their talents, and their perspectives.

Strive to become a leader who can say:  
**"Yes, I WOULD follow me."**

## UNDERSTANDING WHAT YOU'RE STEPPING INTO - TIME + ENERGY



**"With great power, comes great responsibility!"**  
-Spiderman (Stan Lee)



# APPLICATION EXERCISE

**Write down why you want to be a leader, then share that with your boss.**



# **COURSE 2**

## **LEARNING YOUR LEADERSHIP STYLE**



**Featuring: Kelly Hansen**



# AGENDA

- 1** **TRANSITIONING FROM FRIEND TO LEADER** ⌚ 10 mins
- 2** **SKILLS TO HELP YOU LISTEN & COMMUNICATE LIKE A LEADER** ⌚ 20 mins
- 3** **CLARIFYING ROLES, GOALS AND EXPECTATIONS** ⌚ 10 mins
- 4** **HOW TO DELEGATE DAILY TASKS** ⌚ 10 mins
- 5** **HOW TO RUN EFFECTIVE MEETINGS** ⌚ 10 mins
- 6** **HOW TO EVALUATE PERFORMANCE** ⌚ 10 mins
- 7** **HOW TO EVALUATE JOB SATISFACTION** ⌚ 10 mins
- 8** **HOW TO GIVE AND RECEIVE FEEDBACK** ⌚ 10 mins
- 9** **HOW TO REWARD AND RECOGNIZE PERFORMANCE** ⌚ 10 mins
- 10** **GUIDING PEOPLE THROUGH CHANGE** ⌚ 10 mins
- 11** **DEVELOPING PROBLEM SOLVERS** ⌚ 20 mins
- 12** **HOW YOUR BEHAVIOR CREATES CULTURE** ⌚ 10 mins

## MEET YOUR INSTRUCTOR



### Kelly Hansen

Kelly is the Senior Vice President of People and Culture for Veit. She has over 20+ years of experience developing people and organizations and has a passion in helping others become the best version of themselves through leadership development and coaching.



# TRANSITIONING FROM FRIEND TO LEADER

## HOW DO YOU MAKE THIS TRANSITION?

- Acknowledge the power shift
- Accept your new role
- Be consistent and fair
- Don't let emotions get in the way
- Manage how much you share on social media

## BARRIERS AND HOW TO OVERCOME THEM

- Team perceptions
- Behavior shift
- Privacy matters
- Performance vs. relationship



## Pure Piping

How Bob made the transition to team lead

- Met with team
- Met with each team member 1:1
- Changed up his lunch routine
- Intentional with connecting

**OPEN COMMUNICATION AND  
AWARENESS OF PERCEPTIONS WILL AIDE  
IN A SUCCESSFUL TRANSITION.**



## APPLICATION EXERCISE

**Write down 1 thing you will do to listen & communicate like a leader.**





# COURSE 3

LEARNING TO LEAD UP & ACROSS



Featuring: Diane Bartels

# AGENDA

- 1 **PUT YOURSELF IN THEIR SHOE'S** ⌚ 10 mins
- 2 **SYNCHRONIZING PRIORITIES AND EXPECTATIONS** ⌚ 10 mins
- 3 **COMMUNICATING EFFECTIVELY WITH YOUR BOSS** ⌚ 10 mins
- 4 **SELLING YOUR IDEAS AND GETTING TO YES** ⌚ 10 mins
- 5 **ASKING FOR PERFORMANCE FEEDBACK** ⌚ 10 mins
- 6 **GETTING TO KNOW YOUR BOSS & PEERS WITHOUT OVERDOING IT** ⌚ 10 mins
- 7 **LEADING ACROSS WHEN YOU'RE NOT THE BOSS** ⌚ 10 mins
- 8 **LEADING CROSS FUNCTIONAL TEAMS** ⌚ 10 mins

## MEET YOUR INSTRUCTOR



### Diane Bartels

Diane Bartels is a retired Division Operations Manager for Parker Hannifin, where she directed the production processes across QCD's four plants. Her leadership helped the division achieve exceptional earnings and cash flow, even during the pandemic. She led strategies to transform culture to meet KPI objectives including Strategy Deployment, Change Management, High Performance Teams, Lean, and Problem Solving.



# PUT YOURSELF IN THEIR SHOES

**WHEN YOU ARE PUTTING YOURSELF IN SOMEONE ELSE'S SHOES—  
YOU ARE PUTTING THE NEEDS OF OTHERS ABOVE YOUR OWN**

**“Nobody cares how much you know, until they  
know how much you care.”**

**- Theodore Roosevelt**



## LOOK OUT FOR THE INTERESTS OF OTHERS

Be genuinely interested

Ask questions

Listen without judgment

**TRUST IS LIKE MONEY – IT'S HARD TO GET AND EASY TO LOSE.**



### Trustworthiness

- Honest
- Authentic
- Genuine
- Actions Match Words
- Reliable

### Untrustworthiness

- Dishonest
- Phony
- Devious
- Actions don't match words
- Unreliable





# PUT YOURSELF IN THEIR SHOES

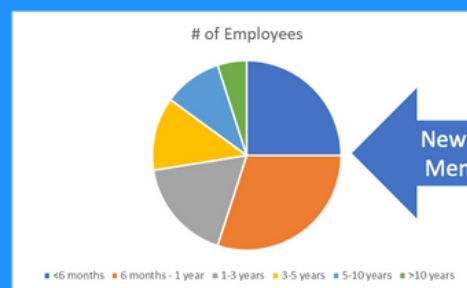
## Pure Piping

The Turnover Rate has increased from 15% to 50% over the past 12 months. Finding good workers who want to stay is a challenge:

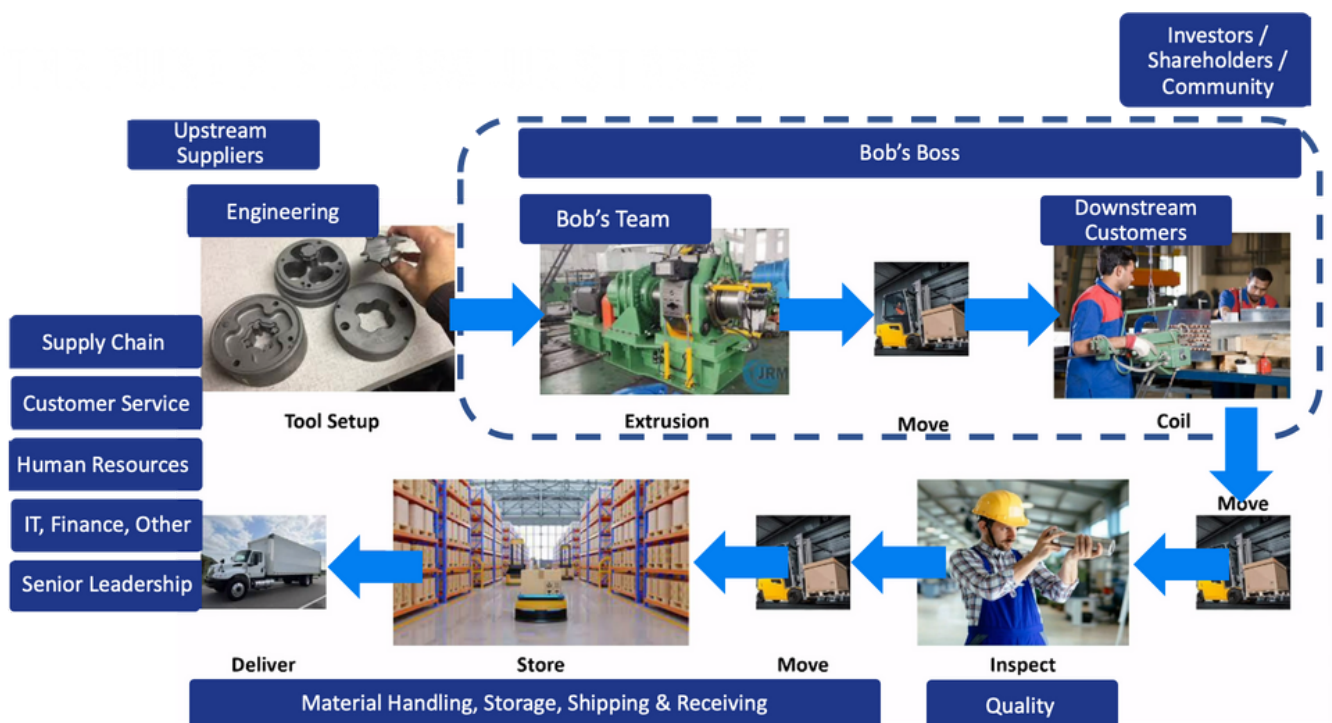
- Nearly half of all team members have been hired within the last 8 months.
- The average time a new hire stays has declined from 7 years to less than 6 months.
- Continually onboarding and training new team members is very time consuming and costly.



Unfavorable Increase



New Team Members



# PUT YOURSELF IN THEIR SHOES

## KNOWING VERSUS UNDERSTANDING

**“Knowing is not understanding. There is a great difference between knowing and understanding: you can know a lot about something and not really understand it.”**  
- Charles Kettering



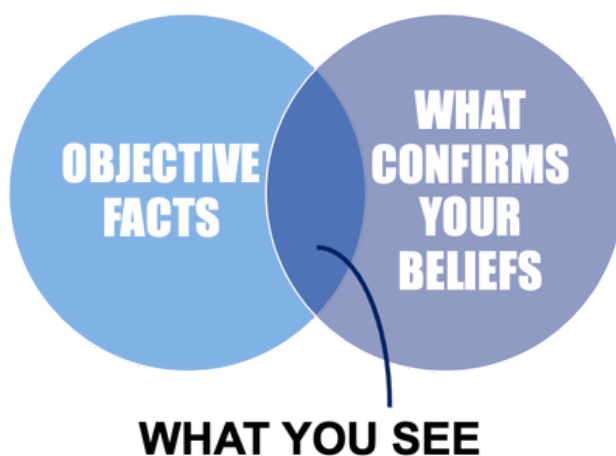
### AVOID

- Interruptions
- Making assumptions
- Jumping to conclusions

### DO

- Be present in the moment
- Keep an open mind
- Ensure psychological safety

## Confirmation Bias



**Hear about what others think before forming your opinion**

- Don't nod “yes” or “no”
- Absorb what is being said
- Ask questions



# PUT YOURSELF IN THEIR SHOES

“Learn to be the last to speak.”  
- Simon Sinek



## Pure Piping

- Listens to his team's frustration with upcoming overtime
- Walks the process and observes a lot of WIP and scrap at Coil
- Strikes up a conversation with the Coil Team Leader, Raj
- Schedules a time to meet with his Boss, Maria

**WHEN YOU'RE PUTTING YOURSELF  
IN SOMEONE ELSE'S SHOES—YOU'RE PUTTING  
THE NEEDS OF OTHERS ABOVE YOUR OWN**



# WHATS NEXT?

## THE PROFESSIONAL TEAM LEADER CERTIFICATION



Identify  
your **strengths**



Improve communication  
and **engagement**



Lead a team that wants  
to stick **together**

### LEARN AT YOUR OWN PACE 3 ON-DEMAND COURSES

1

Learning your  
Leadership Style

2

Learning to  
Lead your Team

3

Learning to Lead  
Up and Across

KNOW YOU'RE DOING IT RIGHT  
**PERSONALIZED COACHING**

APPLY WHAT YOU LEARN  
**ACTIONABLE WORKBOOK**



Learn more by using the QR code below or visiting [www.mfrall.com/PTL](http://www.mfrall.com/PTL)



100%  
On-Demand



Live  
Coaching



**Manufacturers Alliance**  
Providing Training & Education Peer to Peer

8421 W Wayzata Blvd, Golden Valley, MN 55426  
MA@mfrall.com  
763-533-8239

