



This plant with 1300 employees was concerned with a dip in their productivity. The plant had around 30 First Time Supervisors, who had been very good performers as individual contributors in the past.

The Management could not understand why there were productivity issues with the teams of these Supervisors.

FIRST LINE MANAGERS

Diagnosis



The supervisors were no doubt very good individual performers, but they needed training to become good leaders. They needed to learn to plan and communicate better, motivate team members and build team spirit to achieve common goals.

Action



Kelsa developed a series of modules that was specifically designed, to help these supervisors grow to be good leaders and gave them a set of tools that could help them make a difference. Modules were delivered in the local language (Hindi) for effectiveness.

Result



- Supervisors found that motivating team members led to a visible increase in productivity, some teams recorded a significant increase in production.
- With communication improving, a lot of small issues began disappearing leading to reduction in loss of productivity.
- Supervisors were able to resolve conflicts in the team and increase teamwork and productivity through application of learnings from the workshop.

“ Productivity in our plant seems to be dipping... our supervisors don't seem to understand why this is happening despite the fact that they are working very hard!

- Head of a leather-processing plant of a leading exporter of finished leather and leather products.

