



# Supervisor Leadership PROGRAM

Glass of Learning | STRATEGIC LEARNING SOLUTIONS



## Supervisor Leadership Program

This program is designed for a manufacturing audience and is intended to provide fundamental leadership skills for front line leaders. The program is further customized to suit the language, scenarios, and situations of each client.

Glass of Learning's Leadership Road™ Programs are interactive, fun and engaging as participants work with their peers to master leadership principles.

The tools introduced in the program are applied in weekly follow up activities to practice and retain the learning. Participants complete the activities and submit weekly badges on lessons they have learned. Each submission is manually reviewed, and individual coaching is provided to the participants on their submissions. This process ensures learning is occurring and participants are progressing, which improves individual leadership capability.





This program is designed for front line leaders, team leaders, and team managers responsible for delivering results and the performance of the team. The front line drives the bottom line, and the organizational benefits include developing high-quality leaders who can achieve company standards and deliver results. The duration of this program is typically 8-months. Participants are to be given designated time during work hours to attend and apply the learning to their work environment. A key priority of this program is to ensure front line leaders are working at the right line of sight and the right level rather than a level below their role. This will be guided through the learning process and with the help of the direct manager. High quality training that attracts and retains talent, and sets the organization up for the future are critical to organizational success.

### Personal Benefits

- Growth in self-efficacy as measured through pre- and post-assessment.
- Personal growth as an individual as leadership skills are related to life skills.
- Build relationships with peers in their location and across the organization.
- Increase personal credibility and influence as a leader.
- Deeper understanding of the business, a leader's impact on work performance and the team.

## The Journey



### Discovery

To build context and relevance for participants, interviews and focus groups are conducted with senior leaders, department managers, shift managers and operators.



### Customization

The program case studies, practice scenarios, examples, and application, are customized to suit each audience.



### Virtual or Live Sessions

Classroom or virtual sessions teach each module; follow up and learning transfer is available on-line.



### The Learning Process

Six modules are taught in 2-day learning increments.



Preparing Managers  
1-day virtual session:  
sampling of content  
& understand their  
support role



Managing  
Performance  
and Transition  
to Leader



Communicating  
Effectively



Managing  
Time



Conflict  
Resolution



Leading  
Productive  
Teams



Leading  
with Truth  
& Trust



Graduation  
results driven  
final project

## Leadership Road™ Learning Transfer Badging Website



Weekly Roadmaps  
Complete learning transfer  
activities and submit a lesson  
learned for badge approval



Badges  
To Build Culture  
Tell us one thing learned  
or behaviour changed



Leaderboard  
Track your progress



PitStop  
Chat with colleagues in  
the discussion form



Pass the Trophy  
Share your success stories



### Coaching

Each participant will have a 1-hour coaching call that will follow up on submissions, successes and challenges in the program.



### Programme Metrics

Customizable metrics ensure participants are retaining the learning and meeting business needs.



### The 70-20-10 Model

We use the 70-20-10 Learning Model, which has **10%** of the learning happening in the classroom. Classroom Training is experiential – which is the process of learning through doing. Participants take part in activities that are related back to their job and the impact on the workplace. Mentoring and coaching are, **20%** Mentoring & Coaching (by the Glass of Learning team and direct managers) and **70%** is On-the-Job Experience. This creates optimal sources of learning.



### The Learning Process

Each week participants are asked to complete a task and reflect on their learning. Research shows that reflection is the deepest form of learning as participants process how they have applied the practice. This is reflected back in a badge submission. Badges are manually reviewed and approved. At the end of each 8-week learning cycle, participants create a 1-2 min testimonial video of what they have learned. This is compiled and shared at the next session. This creates relevance for participants as they learn from their peers, and provides an opportunity for managers to see how their employees feel they are learning and progressing.



### Supporting Managers

To assist managers in guiding and coaching, clearly defined roles are available for Plant and Line Managers. A “Keeping on Track” infographic, provides a quick reference on why this format process of learning is necessary and gives ideas for follow up with participants to keep the team connected during the learning.



### Programme Metrics

To measure behaviour change and performance, a series of surveys will be conducted: programme reaction, knowledge tests after each set of modules, behaviour changes observed by Plant and Line Managers, and a pre- and post-self assessment on leadership skills. Key Performance Indicators such as turnover, grievances, safety incidents and succession planning will be tracked.



### Graduation

An individual location project will be completed by each participant and presented at the location graduation event. The project will take 4-6 weeks to complete, needs to involve the shift managers team, and requires leadership skills to complete. All projects are pre-approved by plant management, and when presented, individuals will share the results of their project as well as their key learnings. Line Managers will share the leadership changes they have seen in the participants during the learning process.

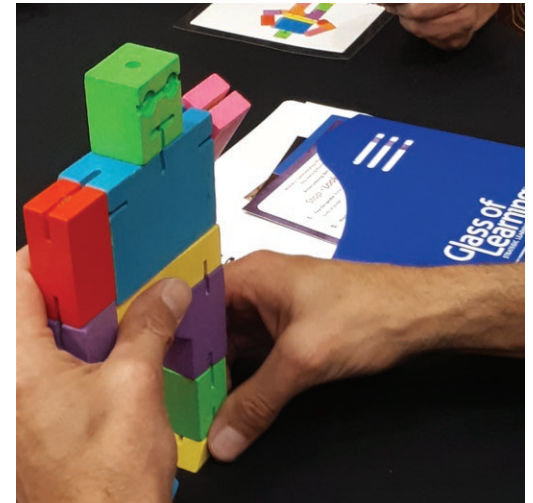
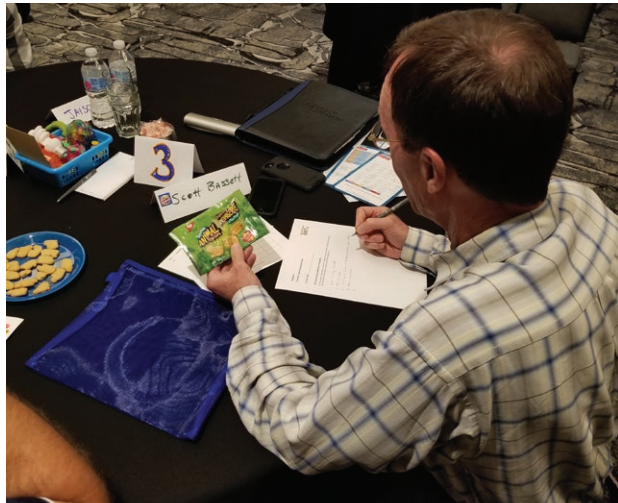


### Blended Learning

Blended learning has both synchronous learning (learning that happens at the same time for the instructor and the learners, meaning that there's real-time interaction between them) and asynchronous learning (learning that happens independently for the participant). This process enables learners to continue their learning on their own, at a time and place convenient to them.

Synchronous learning happens with a live facilitator either in a classroom, or virtually. This learning is colorful, interactive, and experiential in nature, which consists of learning through doing. This process builds engagement, creates understanding, and helps to retain the learning. Each of the six content modules follow one theme. This theme is explored in depth with the synchronous training and followed up with asynchronous training to reinforce and support the learning.

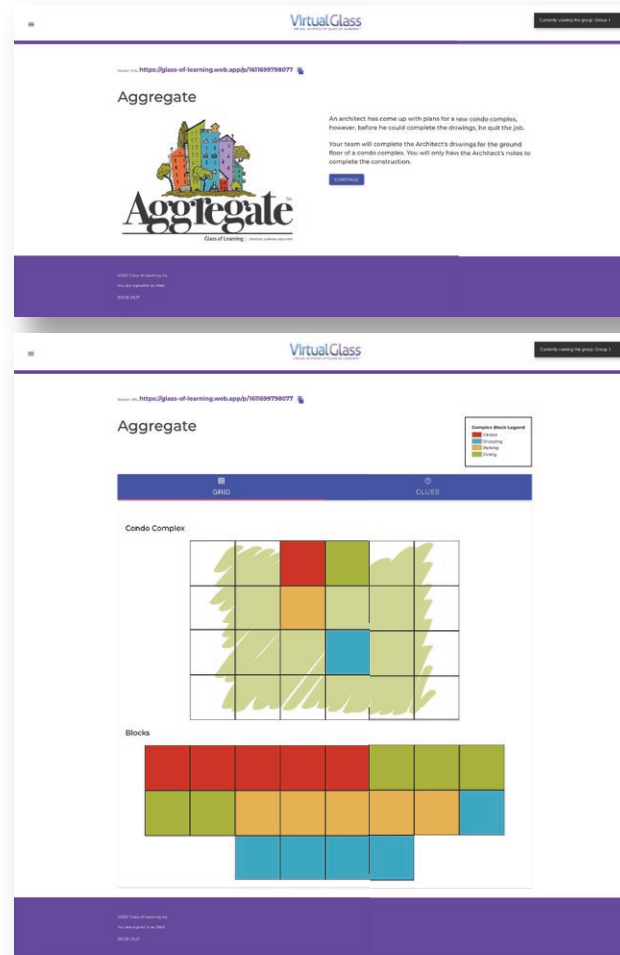
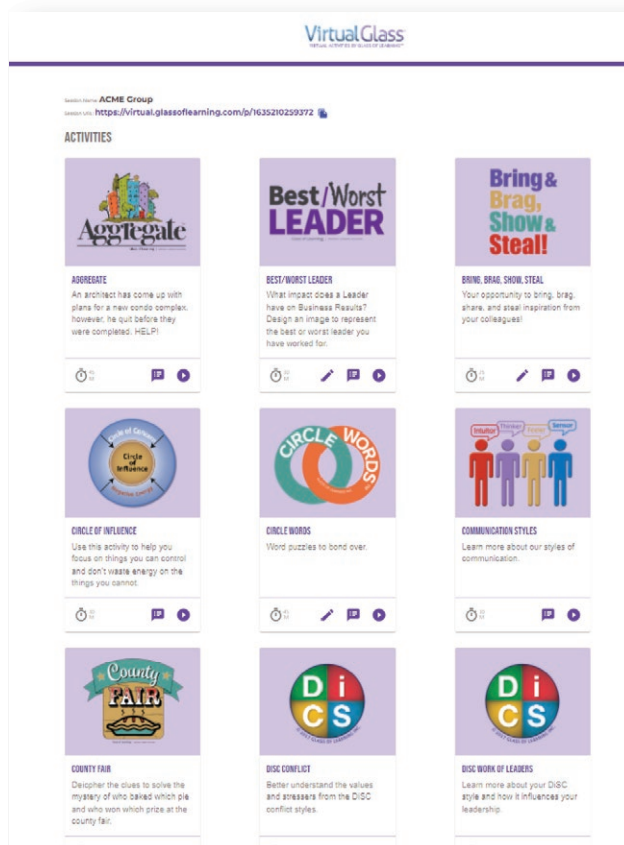
Participants will work collaboratively with their peers both in the session and after the session as they take part in discussion forums, group follow up tasks and project work. This process builds bonds between leaders within a location and across locations as participants work together throughout the learning process.



# VirtualGlass™

VIRTUAL ACTIVITIES BY GLASS OF LEARNING™

VirtualGlass™ Platform is our proprietary virtual learning platform that recreates classroom activities in a virtual environment that enables gamification and experiential or activity-based learning. This provides opportunities for teams to create charts to share with the larger group, and then retain the information as a document. The platform includes team activities such as card sort, scenarios to review, following a model, flip charts, post it activities, card games, and experiential gamification activities.



## Leadership Road™ Learning Transfer Badge Website

Leadership Road™ is our proprietary learning transfer website for asynchronous learning. We track productivity rather than activity to ensure learning is applied and understood. Each badge submission is manually reviewed and approved, with additional coaching provided on any submission off track. This guarantees successful behaviour change.

The screenshot shows the user interface of the Leadership Road™ website. At the top, a red navigation bar contains the text "Welcome, Lisa Smith | My Profile | Log Out | Français". Below this is a header banner with a yellow background, featuring a "Leadership Road to the Future" signpost on the left, the text "Supervisor Leadership Program" in the center, and the "ACME MANUFACTURING" logo on the right. A secondary navigation bar below the banner includes links: Home, Resources, Badges, Leaderboard, Pit Stop, Pass the Trophy, Calendar, Need Help?, and Switch My Program, followed by a notification bell icon with the number 6.

The main content area has a white background and begins with the heading "Start Your Engines! Build on the leadership skills you learned in your session." with an "Edit" link to its left. Below this is a section titled "You Have Three Things To Do Each Week:" which contains three circular icons, each with a corresponding numbered task:

- #1 Weekly Roadmaps:** Represented by a circular icon with a road and a location pin. The task is "Complete the weekly Learning Transfer activities".
- #2 Apply For Badges:** Represented by a circular icon with a star and a ribbon. The task is "Tell us one thing you learned or one behaviour changed".
- #3 Track Your Progress:** Represented by a circular icon with three stylized figures. The task is "Watch the Leaderboard to see how you progress".

At the bottom of the main content area, a note reads: "If you are registered in more than one program, use 'Switch My Program' in the top menu. Select to enter the program." Below this is a light blue footer bar with the text "Get To Know The Leadership Road™".

Weekly Roadmaps provide micro-learning opportunities to practice and apply the learning. This process enables learners to absorb, apply and practice the skills they are building. Each Roadmap contains weekly practice activities with worksheets, along with scenic route links that provide opportunities to build on the learning with additional information on the Roadmap theme. A sample Roadmap is shown below on the right.

Welcome, Lisa Smith | My Profile | Log Out | Français



Supervisor Leadership Program



[Home](#)
[Resources](#)
[Badges](#)
[Leaderboard](#)
[Pit Stop](#)
[Pass the Trophy](#)
[Calendar](#)
[Need Help?](#)
[Switch My Program](#)


[Edit](#)

### Learning Roadmaps – Supervisors

#### Module 1 & 2

Module 1: Managing Performance  
Module 2: Communicating Effectively

8 Week Retention Roadmap Plan Modules 1 & 2 (PDF)

Weekly Roadmaps:

- Week 1
- Week 2
- Week 3
- Week 4
- Week 5
- Week 6
- Week 7
- Week 8

#### Module 3 & 4

Module 3: Managing Time  
Module 4: Conflict Resolution

8 Week Retention Roadmap Plan Modules 3 & 4 (PDF)

Weekly Roadmaps:

- Week 1
- Week 2
- Week 3
- Week 4
- Week 5
- Week 6
- Week 7
- Week 8

#### Module 5 & 6

Module 5: Developing Teams  
Module 6: Leading with Truth & Trust

8 Week Retention Roadmap Plan Module 5 & 6 (PDF)

Weekly Roadmaps:

- Week 1
- Week 2
- Week 3
- Week 4
- Week 5
- Week 6
- Week 7
- Week 8

### Module 1 and 2: Leadership Practice Roadmap

#### Week 1



Glass of Learning | Strategic Learning Solutions

**Congratulations!**  
You've completed the first two modules in the Leadership Road development series that will help you build the skills and behaviours to become a more confident and effective leader.

To ensure you get the most out of your learning experience, plan to spend one to two hours a week between now and your next learning event revisiting and practicing what you learned.

Each week, these leadership practice roadmaps will provide you with step-by-step instructions and recommended resources to accelerate your learning.

**Ready? Set. Go!**

**This week, set aside about 90 minutes to:**

- Log in to Leadership Road and review **key learning cards for Module 1 and key learning cards for Module 2**
- Complete your action plans for Module 1 (Managing Performance)
- Prepare for and meet with your manager to discuss the training you've just attended

**How long should it take?**

- 15 minutes
- 30 minutes
- 45 minutes

**Roadside assistance:**  
As you review the key learning cards, and your action plan ask yourself:

- What did I learn during the training that I'd really like to focus on?
- What might be challenging for me to do that I'll need support from my manager with?
- What two things will I take action on today?

Consider using [this template](#) to prepare for meeting with your manager. Be prepared to share with your manager

- Your most memorable moment from the training
- What you think will be most challenging to do differently
- What you're most looking forward to trying

Be prepared to teach to your manager

- One memorable model, principle or topic from the training

Following your meeting with your manager, reflect on the questions included in the template above.



**The scenic route:**  
To enrich your learning experience, take a look at these extras:  
**Blog:** 5 tips to help you get the most out of your learning experience  
**Podcast:** Leadership and Listening (9 min) – tactics for getting comfortable with silence, and staying away from problem-solving and advice giving.  
**Video:** Active Listening Best Practices (1 min) – refresher on Stop - Look - Listen.

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Leadership Road™

to the Future

Supervisor Leadership Program

ACME MANUFACTURING

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[Need Help?](#)
[Switch My Program](#)

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### Badges

[How to Submit A Badge](#)

To graduate from Glass of Learning's Leadership Road™ supervisor program, you must complete at least 80% of the Roadmaps' weekly transfer activities. Participants who complete 100% of all the badges, make all of their submissions in a timely manner and provide quality submissions will be awarded a Pass with Distinction on their graduation certificate. [Graduation requirements...](#)

**Weekly Transfer Activity Completion**

**20 Points.** Completing the weekly learning transfer activities is a requirement on your leadership journey. You are eligible to earn one 20-point badge every week. [Submit Here](#)

**Scenic Route Completion**

**5 Points.** Every week, you will notice a "scenic route" on your Roadmap. Scenic routes include links to extra material such as articles, videos, podcasts and blog posts relating to that week's topic. You are eligible to earn one 5-point badge every week. [Submit Here](#)

**Activity at a Plant – Making a Detour**

**15 points.** Completing an activity at the plant might seem like a "detour". However, doing something fun and different, that builds plant culture, will enrich your journey along Leadership Road™. [Submit Here](#)

**OPPORTUNITY LEVEL 1: Nomination by a Colleague**

### Stay in the Groove

[My Badges](#) | [Log Out](#)

### Leaderboard

Filter Leaderboard:

Display All

|   | User Name | Points | Badges |
|---|-----------|--------|--------|
| 1 | [Name]    | 1485   | 155    |
| 2 | [Name]    | 1325   | 129    |
| 3 | [Name]    | 1310   | 104    |
| 4 | [Name]    | 1215   | 109    |
| 5 | [Name]    | 1180   | 138    |
| 6 | [Name]    | 1050   | 84     |
| 7 | [Name]    | 975    | 114    |

## The Journey Continues – Additional Programs

### Supervisor Leadership Program

A 27-week program with 6 virtual/classroom modules and 24 weeks of on-line follow up; targeted for front line leaders.

### Supervisor Alumni

Upon successful graduation participants become alumni and receive a monthly newsletter linking them back to the program content with suggested actions.

### Supervisor Learning Review

A targeted review program for two years upon completion of the Supervisor Leadership Program. A department manager will lead monthly conversations on a designated topic. Leaders will have a pre-read activity, make a monthly commitment, and received weekly follow up. This process builds leadership skills with the managers leading the initiative as well as the audience participating. Leaving the expertise with the location.

### Supervisor Peer Mentoring

When a second cohort attends the Supervisor Leadership Program, the graduates can apply to become peer mentors. They will be paired with a new participant, anywhere in the country, and continue their learning journey as they develop skills to mentor a peer. This ensures success with the cohort groups as they will have an experienced peer to answer questions and provide guidance.

### Manager Leadership Program

A 27-week program with 6 virtual/classroom modules and 24 weeks of on-line follow up; targeted for mid managers.

### Manager Alumni

Upon successful graduation participants become alumni and receive a monthly newsletter linking them back to the program content with suggested actions.

### Manager Graduate Program

Graduates of the Manager Leadership Program will take part in the Graduate Program, which is a series of workshops to address systemic issues in the organization. This program will follow the same model as other leadership programs in the Leadership Road series, with both synchronous (virtual or classroom) and asynchronous (on-line) learning. Participants will apply their learned leadership skills to the issues they face to make permanent change in the location. These workshops will be facilitator led, insert additional content to build on the learning and have key company representatives take part in the sessions. This is a very practical program that will continue to build bonds with the participants as they share best practices and develop solutions in relevant, plant-based activities.

### Senior Manager Leadership Program

A 10 month commitment of virtual/classroom modules, on-line follow up and individual coaching; targeted for senior leaders.

### Senior Manager Alumni

Upon successful graduation participants become alumni and receive a monthly newsletter linking them back to the program content with suggested actions.

### Executive Leadership Program

An 8-month commitment of virtual/classroom modules, strategic workshops, on-line follow up and individual coaching; targeted for executives leaders.

### Executive Leadership Alumni

Upon successful graduation participants become alumni and receive a monthly newsletter linking them back to the program content with suggested actions.



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