



# FRONT LINE SUPERVISOR DEVELOPMENT PROGRAM

Avoid risks by arming your supervisors with the right tools

A single careless decision by an unprepared supervisor can cost your company far more than the investment in training that could prevent such an occurrence. Ill-equipped supervisors can negatively impact a business by compromising workplace safety, impairing production and tainting the company's reputation.

By investing in our Front Line Supervisor Development (FLSD) program, you can avoid these risks and close gaps by providing your high-potential candidates and current supervisors with the skills and knowledge to become leaders of high performing teams.

## WAY BEYOND A WORKSHOP: THE THREE PHASES OF FLSD

Our Learning and Development services start before training ever begins. TDS helps you determine what competencies are necessary for a position and then matches those competencies to possible candidates. This paves the way for assimilating new hires to their jobs and streamlines the on-boarding process.

### Goal Setting

The first phase of the program is devoted to surveying managers and supervisors, assessing current skills and needs, getting buy-in from management, and setting goals based on the information gathered.



## BENEFITS OF FLSD

- Improved supervisor productivity and overall safety
- Decreased turnover and cost of hiring
- Improved communication and team effectiveness
- Serves as a refresher course for seasoned managers
- Streamlined knowledge transfer from outgoing managers and supervisors to replacements

### Guided Application

As they say, practice makes perfect. TDS believes that the best way to truly learn is to experience a practical application of the knowledge. Unlike workshops or classes that give you the information and leave you to execute it independently, FLSD teaches supervisors how to immediately apply the knowledge gained during learning sessions to their jobs.

The sessions include:

- Leadership and Team Building
- Conflict and Decisions
- Getting the Work Done
- Developing People and Diversity
- Putting It All Together

### Follow-Up

In this phase, TDS partners with management to identify one final project using a real-life situation within their organization. Participants are expected to execute the project independently using the knowledge they've gained during the first two phases.

Throughout the program, TDS ensures accountability by implementing checkpoints at which we touch base with management and supervisors to make sure they're following through and completing assignments.

Our FLSD program goes far beyond typical workshops, partnering with you to sharpen skills, increase knowledge and establish better relationships.

Contact TDS or visit us at [TDSHOU.com](http://TDSHOU.com) to learn how we can help your supervisors prepare for the front lines.

### WHY TDS IS DIFFERENT

#### Expertise

We offer clients a team of performance specialists with industry, technical, human performance and adult learning expertise. This depth of experience allows us to provide a third-party perspective.

#### Flexibility

Our responsiveness and resources allow us to quickly adapt and tailor every service to our clients' specific needs.

#### Comprehensive

We are a full-service provider that offers solutions for every level of your organization, from new hires to seasoned managers.

#### Innovation

From classroom instruction to simulator training, our blended learning methods incorporate the latest technology and industry standards.