



Canform Metal's Business Proposition

A Management Principles Approach
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Abstract

The Document is a business report and proposition directed towards “Supervisor’s training” for Canform Metals. It is based on the information presented by the CEO of the organization. The CEO believes that the organization will benefit from training as the company aims to achieve more growth.

Information that is proposed:

1. Self-Development and Awareness of a Supervisor
2. Safe workplace and Anti-Discrimination
3. Selecting and Onboarding of Employees
4. Employee Performance Development

These Modules are created and specifically tailored to the needs of the organization. Created to address explicitly stated issues and implicit root causes of the explicitly stated issues. A few of the key points in the modules are listed to future proof the training so that organization could connect the information to the bigger picture. The goal of this training is to provide supervisors with practical knowledge that can be used immediately. The knowledge they are learning about is connected to growth and development of the organization and its people. This is meant to be an introductory course, so supervisors will not be overwhelmed; they will be learning a few key points to improve their supervisory skills.

I have designed this course package where all of the modules are cumulative and are built to lead the organization to higher levels of performance.

Self-Development and Awareness of a Supervisor

Table 1

Length of Session: 1 Hour	Topic: Self Development and Awareness of a Supervisor
Key Content Points (What will you cover?)	<ul style="list-style-type: none"> • Supervisors’ Role in Performance – 60 Minutes <ul style="list-style-type: none"> ○ Goal Setting – 5 minutes ○ Effective Teams and Development -5 minutes ○ Differences in Teams – 5 minutes ○ Emotional Intelligence - 5 minutes ○ Stressors and Stress Management -15 minutes ○ Building Trust – 10 minutes ○ Job Satisfaction and EVLN model – 10 minutes
What Assumptions or evidence lead you to this recommendation?	<p>I noticed that some Supervisors are “old school” and do not empathize with younger knowledge workers which may lead to conflicts with management.</p> <p>Because of the facts presented by the CEO, we could assume that all supervisors will benefit from a brief training on Human Behavior and Organizational Psychology.</p> <p>Based on the patterns, I assume that the supervisors are not aware of the role they play in the long-term development of the organization. It seems that they are unaware that their department’s success is also dependent on their own personal development.</p>
Why do you think this would be important? (How will this improve the functioning of Canform Metals?)	<p>I believe this training module will help supervisors develop the basic knowledge to truly understand how to work with the people that they supervise.</p> <p>If supervisors become aware of what satisfies their team, they will try their best to prevent turnover rates of the best members. This will also empower them with information like Emotional Intelligence and understanding the EVLN Model to gauge their own satisfaction and the satisfaction of the workers that they supervise.</p> <p>It is important that a supervisor understands how to manage themselves by learning about emotional intelligence, stressors, and stress management. I believe when they understand themselves, they will be able empathize with employees, which will lead to a more productive environment.</p>

Safe Workplace and Anti-Discrimination

Table 2

Length of Session: 1 Hour	Topic: Safe Workplace and Anti-Discrimination
Key Content Points (What will you cover?)	<ul style="list-style-type: none"> • Prohibited Grounds – 15 minutes <ul style="list-style-type: none"> ○ List of Prohibited Grounds- 10 minutes ○ Overview of Harassment – 5 minutes • Employment and Labor Standards – 15 minutes • Employee Rights and Responsibilities – 10 Minutes • Health and Safety – 10 minutes • Enforcement of Occupational Health and Safety – 10 minutes
What Assumptions or evidence lead you to this recommendation?	<p>The company has noticed that supervisors are discriminating against employees and supervisors terminated employees based on “incompetence”.</p> <p>This means supervisors need awareness of prohibited grounds and Employment and Labor standards. Supervisors also need to be aware of Employee rights and Responsibilities.</p> <p>There is a skew of different age groups of employees, so supervisors need to know the law and not follow based on their instincts.</p> <p>Younger Supervisors need to know about their ethical and legal responsibility to enforce health and safety requirements to understand fear is not higher than the law.</p> <p>There are more women that are now working for the organization.</p>
Why do you think this would be important? (How will this improve the functioning of Canform Metals?)	<p>By understanding prohibited grounds, employee rights, labor, health and safety standards, supervisors will be aware of what it is they are legally obligated to follow.</p> <p>Knowing Employment Standards will keep older supervisors and younger supervisors following a straight path instead of making their own rules. If they deviate and violate the law the employer will not be obligated to keep them on staff if they repeatedly violate the law.</p> <p>Once younger supervisors learn about their legal obligations of being a supervisor and how they are liable if an accident occurs, they will have no choice to enforce the rules. They will see that not doing so could result in fines and or possibly even jail time.</p>

Selecting and Onboarding of Employees

Table 3

Length of Session: 1 Hour	Topic: Selecting and Onboarding of Employees
Key Content Points (What will you cover?)	<ul style="list-style-type: none"> • Job Design that Motivates - 15 Minutes • Hiring Process – 35 Minutes <ul style="list-style-type: none"> ○ Criteria for Evaluating Employees - 5 Minutes ○ Employment Tests and Work Samples - 5 Minutes ○ Interview Techniques - 15 minutes ○ Selecting Employees - 10 Minutes • Orientation and Onboarding of New Employees - 10 Minutes
What Assumptions or evidence lead you to this recommendation?	<p>Canform Metals reports that they have a high turnover rate for new hires.</p> <p>This shows that Canform does not have the right hiring process or training in place to get new employees up to speed.</p> <p>We are assuming that Canform has poor job design that may result in supervisors hiring the wrong employees and are unaware of how to set these employees up for success.</p>
Why do you think this would be important? (How will this improve the functioning of Canform Metals?)	<p>This information will allow supervisors to understand what goes into Job Design and what duties their team will be performing. This will make them aware of the skills required, so they could pinpoint the needs of the organization. These needs will help in the hiring process.</p> <p>I think a Canform where supervisors are aware of effective hiring practices will result in truly qualified candidates. It will demonstrate the importance of getting more than one opinion in the interviewing process along with having the knowledge to effectively onboard new employees. The organization will soon benefit from higher retention and quality of employees. It will also allow employees to benefit from performance management.</p> <p>I know when supervisors hire effectively, it results in a more productive workforce. This will eventually result in increased structure and revenue for the organization.</p>

Employee Performance and Development

Table 4

Length of Session: 1 Hour	Topic: Employee Performance and Development
Key Content Points (What will you cover?)	<ul style="list-style-type: none"> • Strategic Purpose -5 minutes • Developmental Purpose – 5 minutes • Effective Performance Management – 35 minutes <ul style="list-style-type: none"> ○ Performance management Process – 5 minutes ○ Measuring Performance and Results -5 Minutes ○ Performance Improvement – 10 Minutes ○ Errors in Performance Measurement – 5 minutes ○ Effective Feedback – 10 Minutes • Ethics in Performance Management – 5 minutes • Transfer of Learning – 10 minutes
What Assumptions or evidence lead you to this recommendation?	<p>I recommend this section because the CEO wants to have a more engaged work force that allows employees to perform better.</p> <p>Supervisors were hired based on their technical skills; meaning they may need training on directing employees for higher performance.</p> <p>Staff reviews need to have more weight, frequency, and structure.</p> <p>Based on employees getting terminated for “incompetence”, means that supervisors do not have a reliable process for measuring employee results and performance. They are not able to determine where employees need Mentorship and Coaching.</p> <p>Canform needs to understand their part in having “incompetent” longer term employees.</p> <p>Employee training on Robotic machinery is not being utilized effectively as workers “Do not seem to get it”.</p> <p>The company has newer and older technology which means that employees will be trained on newer technology.</p>
Why do you think this would be important? (How will this improve the functioning of Canform Metals?)	<p>I believe that this Program Module is important because it will lead to supervisor and employees being aligned with the long-term strategic vision of the organization.</p> <p>Developing knowledge in effective performance management will lead to supervisors getting the best out of the people that work for them and align them with the long-term vision.</p>

Understanding how the learning process works and how to **Transfer Learning** from training is important. Supervisors will avoid wasting resources and time. Coupled with effective **measurement and feedback**, supervisors will learn how to improve results for the company over the longer term.

Supervisors that follow these processes **ethically** will prepare and allow the organization to continually develop itself for a prosperous future. This knowledge will help prevent supervisors from making false promises just to increase performance.