



CASE STUDY

THE SUPPLY CHAIN COMPANY

The Opportunity

Considered the best supply chain provider in Canada, our client operates a national, coast-to-coast supply chain network based out of Toronto. As delivering solutions is the premise of helping organizations quickly scale up and expand across Canada, this organization operates with the customer at the center of everything they do. With these guiding principles in place - **Client Results, Consumer Experience, Operational Excellence and Trust**, our client strives to provide a level of service that gives their customers the confidence that their organization can be trusted to deliver the best experience.

CSPN's working with this organization has shown us how deeply our client believes in the value of learning and development. Through continuous improvement programs and cross-training, the organization has seen the tangible value aligned to delivering the right training for everyone - **opportunities to identify barriers to performance, generate ideas and implement flexible solutions to greater benefit their employees and clients.**

Through working sessions with Management, the CSPN team was able to help identify the critical areas and opportunity for improvement. It was discovered that in order for teams to remain engaged and cohesive, those in new leadership roles should be challenged and coached to learn and practice the fundamentals of effective leading and managing. CSPN suggested the newly designed course, **Emerging Leaders**, to assist these individuals in developing their personal leadership skills and to help them identify their individual leadership styles.

The objectives of this course were to engage participants to:

- Learn and practice new concepts and techniques for handling people more effectively in a management and leadership capacity
- Establish a positive mentoring and coaching platform for employees creates a performance improvement culture
- Support new leaders to develop the skills, knowledge and motivation needed to inspire team productivity, reduce stress and conflict within the workplace and to assist staff in achieving individual performance goals

The Customized Solution

As the organization wanted various new and emerging leaders from across Ontario and Quebec to go through the process, CSPN customized the **Emerging Leaders** program to ensure that it was highly practical and applicable to the participants day to day responsibilities as well as engaging and interactive.

The program incorporated pre-training assessments designed to increase engagement and promote deeper interest in preparing for the professional development opportunities. CSPN's Learning and Development team created business relevant scenarios and case studies that were applicable to the organization's internal and external customer interactions. Our customization process was rigorous and ensured the right curriculum was being delivered to each employee.

Delivery Schedule

After the initial **Emerging Leaders** training session, the coast-to-coast supply chain network received exceptional feedback from participants, and Management proceeded to schedule sessions for various locations across Ontario and Quebec. Eight two-day sessions that consisted of 15-18 participants each was successfully delivered by CSPN's experienced senior facilitators who received near perfect reviews. Currently, Management is working with our VP of Learning & Development to design a customized learning journey for the organization over the next 3 years.

The Results

CSPN has been able to deliver over 10 successful business relevant programs over the course of 4 years to various locations across Ontario and Quebec. The average Net Promoter Score for these training programs have been a consistent 100% and the organization received a high satisfaction rate of 95% for these sessions.

The participants thoroughly valued the Emerging Leaders program. Prior to this training, participants felt they were not equipped with the confidence and skills to be successful

Supervisors and Managers and aspired to start building their capabilities to become newly inspired leaders and visionaries.

The roll-out of our customized training program changed this. Post-training, participants left with:

- Increased confidence in inspiring, high-performing and engaged teams
- Better understanding of how to provide both positive and constructive feedback to team members
- Ability to handle difficult and challenging situations with assertiveness and conflict management techniques
- In-depth understanding of individual leadership styles and how to lead in their roles to the best of their ability