



# Improving Qualification Programs for Front-Line Leadership

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# Introduction

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17 years at Catalyst Connection  
(Part of the Manufacturing Extension Partnership)

# My Company / Business Challenge

- Catalyst Connection
  - One of 60 MEP Centers serving manufacturers across the county
  - Opportunity: providing manufacturers with technical assistance to address their #1 challenge...

Find and Retaining Great Talent

# Business Challenge

## The Key to Employee Retention Starts with How People are Treated by Leadership:

- Impact of Management on Job Satisfaction
- Work Environment and Culture
- Opportunities for Growth and Development
- Employee Engagement

## Supporting Research and Surveys

- **Gallup Survey:** one of the top reasons employees leave their jobs is due to poor management and lack of engagement.
- **Dale Carnegie Training Study:** A study by Dale Carnegie Training found that nearly 80% of employees who quit their jobs cite a lack of appreciation as a key reason for leaving.
- **SHRM Report:** employees leave their jobs because of their relationship with their supervisor or manager.

Without formal leadership program, new managers typically lead based on the way their supervisor treated them.

# Solution: Formal Leadership Development

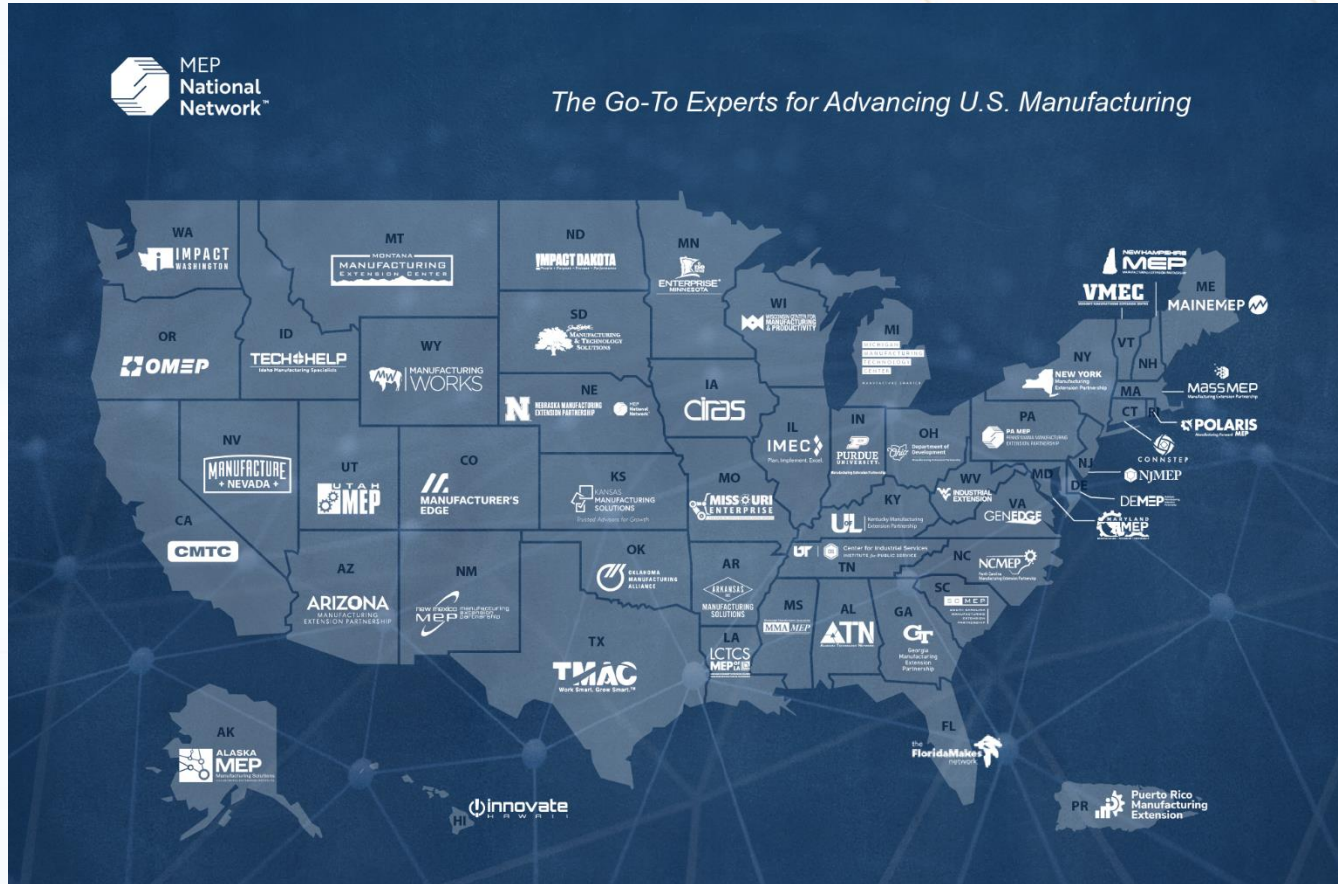
- Competency Models
  - Determine key behaviors
  - Ability to customize the learning
- Assessment
  - 360 degree feedback
  - DiSC
- Learning
  - Instructor-lead facilitation Vs. Self-paced
  - Skills reinforcement and coaching
  - Practical application

# Advantages of Formalized Leadership Development

- **Enhanced Employee Engagement and Retention:** Cultivates a positive work environment and reduces turnover.
- **Improved Organizational Performance:** Enables better decision-making and operational efficiency.
- **Succession Planning and Future Readiness:** Ensures a pipeline of capable leaders and prepares the organization for future challenges.
- **Fostering Innovation and Growth:** Encourages creativity and seizes new opportunities for organizational advancement.



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**Thank You!**