

# THE MAUFACTURERS ALLIANCE PODCAST

# LEADERS GUIDE



## Episode 97: Developing Master Level Front Line Leaders Featuring: Todd Voit

### HIGHLIGHTS

- Front line leaders get work done through the voluntary cooperation of others.
- Front line leaders master product flow and how each team member best functions.
- Developing front line leaders allows you to deliver high quality products and service to the customer consistently.

“ My purpose is to serve the underserved leader so they can deliver stellar results in 40-hours per week and still have time and energy to spend with friends and family. ”

### KIRBY'S RECOMMENDED ACTION PLAN

- Offer your front-line leaders coaching, training and routine feedback so they can become more self-aware. Help them understand their communication style, what motivates them, and why they want to be a leader.
- Map out and model ideal behaviors for your front-line leaders. For example, always show up on time, always be planning ahead, always be working on improvement.
- Help them own the experience they create for others, don't let excuses get in the way. Acknowledge the things you can't control but focus on the things you can influence.

### KIRBY'S RECOMMENDED RESOURCES

- Introductory, on-demand, team leader training: [Professional Team Leader Certification](#)
- Ongoing benchmarking and development: [Production Management Peer Group](#)