



Manufacturers Alliance

Providing Training & Education Peer to Peer

Supervision Fundamentals Sample Project

Date:

X/X/XXXX

Company Information:

Company Name: ABC Industries

Applicant: John Dunbar

Project Name: Communication and Cohesion Improvement

Company Description:

Brief overview of the company.

ABC Industries is a mid-sized manufacturing company that produces automotive parts.

Project Team:

List the names and Job Titles of the project team members below. Add more rows as needed

Name	Title
John Dunbar	Production Line 1 Supervisor
Sarah Smith	HR Manager
Mike Brown	Senior Operator
Emily White	Quality Tech
Laura Green	Machine Operator
Tom Davis	Maintenance Tech

Approvals:

Signature verifying that this project aligns with business goals, and they will support you leading this project

Manager: Jane Thompson	Approval Date: X/X/XXXX
Peer: Dave Scott	Approval Date: X/X/XXXX

Project Statement/Justification:

A clear explanation of how this project supports a company goal and why it's important.

- **Company Goal Supported:** Improved retention and team performance
- **Why It's Important:** Increased communication and trust within the team lead to better morale and higher retention, ultimately driving production performance.
- **Objective:** Enhance communication skills among team members and foster an environment of trust and collaboration.
- **Anticipated Challenges Related to the Goal:** Resistance to open communication, team members not adapting quickly to new communication styles, varying levels of engagement.

Project Scope:

Clearly define what the project will and will not cover.

In Scope: Training Production Line 1 Team Members in effective communication and feedback methods, creating shared team goals, and facilitating open discussions about team challenges.

Out of Scope: Departments outside of Production Line 1, Technical skill training, and equipment changes.

Stakeholders:

Identify who will be impacted by or has an interest in this project.

Production Line 1 members (*Mike Brown, Laura Green, Tom Davis, Xiong Yang, Mike Davis, JP Longwell, Emily White, Julie Adams, Dave Thomas*)

HR Department (*Sarah Smith*)

Operations Manager (*Jane Thompson*)

Timeline & Key Actions:

Define the actions, their owners, due dates, and status. Add more rows as needed.

Action	Owner	Due Date	Status
Conduct communication style assessments	John Dunbar	X/X/XXXX	Done
Schedule team-building workshop	John Dunbar	X/X/XXXX	Done
Co-Facilitate team-building workshop W/Sarah Smith	John Dunbar	X/X/XXXX	Done
Set up regular feedback sessions	John Dunbar	X/X/XXXX	Done
Conduct follow-up on communication workshop	Sarah Smith	X/X/XXXX	Done
Review progress and adjust strategies	John Dunbar	X/X/XXXX	Done
Turn in completed project to MA	John Dunbar	X/X/XXXX	Done

Major Project Activities:

List the key actions during the project, tell your project "Story"

- Planning Stage:

The project began with baseline assessments of communication and trust within Production Line 1. A survey revealed a starting average communication rating of 2.7 on a scale of 1 -5 (1 being least satisfied, 5 being most satisfied) indicating room for improvement. Team members then completed a communication style inventory, identifying strengths and areas where communication could be improved.

- Action/Implementation Stage:

Team-Building Workshop: Co-facilitated a workshop with Sarah (HR Manager) where team members learned about each other's communication styles. Role-playing exercises were used to practice active listening and clear communication.

Rotated Leadership Roles: During weekly meetings, each team member took turns leading part of the discussion, encouraging ownership and allowing everyone to experience leading a team dialogue.

Structured Feedback Sessions: Regular feedback sessions were set up to encourage open discussion of both successes and challenges. These sessions used a structured feedback model, where team members provided specific, actionable input to one another.

Conflict Resolution Techniques: Conflict resolution techniques were introduced, including active listening, and reframing negative feedback. Team members were encouraged to reframe issues to focus on solutions rather than blame.

Barriers & Solutions:

Document the challenges and how they were resolved:

- **Barriers Faced:** Initially, some team members were hesitant to participate openly in feedback sessions. Discomfort with discussing personal communication styles also limited engagement.
- **Solutions Found:** HR led a follow-up workshop focused on overcoming communication barriers and establishing trust. Individual coaching sessions were held to address specific concerns, and anonymous feedback options were offered to encourage openness.
- **Validation/Measurement:** *How do you know the barrier is fully removed?*

The effectiveness of these efforts was measured by comparing pre- and post-project survey data. Communication satisfaction improved from 2.7 to 4.3 among team members, a 59% increase over the course of the project.

Tools/Skills from Workshops Used:

What tools or skills were applied from the workshops, and how did they impact the project outcome?

The Role of the Leader: Applied delegation skills by rotating meeting leadership, encouraging accountability and helping team members practice clear communication. Accountability was emphasized during feedback sessions by ensuring each team

member followed up on their personal communication goals. I modeled this by reviewing my own progress first, to demonstrate transparency and set the tone for open communication.

Leadership Style and Versatility: Clear Communication practices were applied by tailoring messages to individual team members' styles. For example, using concise instructions for analytical styles and supportive language for amiable styles. This ensured all members understood expectations and felt respected.

Conflict, Communication, and Collaboration: A structured feedback model was used during meetings to address recurring issues, such as missed deadlines. Team members were asked to share their perspectives on why the deadlines were missed, with a focus on identifying process related root causes rather than focusing on the people/assigning blame.

Project Results:

Clearly state if the project was successful and how it improved working relationships, team cohesiveness, or work output:

- **Quantitative Results (*Metrics, If Applicable*):** Communication satisfaction ratings improved from 2.7 to 4.3 (scale of 1-5) Additionally, in the 12 months prior to the project Product Line 1 had a retention rate of 75%, with 3 team members leaving the company. We have not had any team members leave in 1 quarter since the completion of the project, we will continue to monitor this metric to ensure this trend continues.
- **Qualitative Insights (*Non-Measurables*):** Team members expressed feeling more connected and supported, with multiple team members indicating that the feedback sessions helped align them with the team's goals and priorities. "Improved communication" was noted as a contributing factor to smoother production operations and a reduction in minor conflicts.

Sustainment Strategy:

Explain how the improvements will be sustained going forward.

- Ownership of the process: I will continue to lead monthly feedback sessions and maintain the open communication culture established during the project.

- Behavior/s (*if applicable*): Team members commit to using constructive language during feedback sessions, actively listening to others, and addressing concerns directly rather than using indirect communication. As part of this commitment, team members will set a personal goal related to these behaviors and share their progress at feedback sessions to reinforce accountability.

- Monitoring Plan: Quarterly communication assessments will be conducted to track satisfaction and identify areas for continued improvement. HR will provide support by facilitating any necessary follow-up workshops.

- Potential risks to sustainment and mitigation strategies: To avoid declining participation, the responsibility for leading sessions will rotate among team members, reinforcing the sense of ownership and engagement.

Conclusions & Lessons Learned:

Reflect on key lessons learned throughout the project:

- Lesson 1: Trust and open communication take time to build but are essential for creating a cohesive and high-performing team.

- Lesson 2: Regular, structured feedback practices help maintain focus and reduce conflict within teams.

- How These Lessons Will Change Future Approaches: These lessons highlight the need

for consistent communication practices and support for trust-building activities to strengthen team cohesion.

Future Leadership Development Opportunities:

Identify how this project ties into or inspires future improvements within the company.

This project revealed opportunities to apply similar communication and feedback strategies to other teams within the company. Expanding these practices to include cross-functional teams may enhance collaboration across departments, further supporting operational efficiency and team satisfaction.

Appendices:

Attach any relevant photos, charts, or additional documentation that supports your project.

Communication Satisfaction Survey		
Question	Pre-Project Avg	Post-Project Avg
How satisfied are you with the clarity of communication within the team?	2.8	4.5
How well do you feel your input is heard and valued?	2.6	4.3
Do you feel comfortable raising issues and giving feedback?	2.5	4
How effectively does the team collaborate to resolve issues?	2.9	4.4

Communication Style	Description	Team Member
Analytical	Deliberate, thorough, Logical, Independent, Likes to minimize risk	Michael Brown, Laura Green
Driving	Focused on facts, Results Oriented, Takes direct action, not afraid of taking risks, Comfortable making quick decisions	John Dunbar, Tom Davis, Xiong Yang
Amiable	Open/receptive, good listeners, enjoy sharing responsibility, likes to coach/council others	Sarah Smith, Mike Davis, JP Longwell
Expressive	Open about feelings, motivate, inspire, and persuade, enjoys an open environment and interaction with others	Emily White, Julie Adams, Dave Thomas

Feedback Session Agenda

Objective: Facilitate open, constructive discussion of team successes and challenges.

- **Opening and Welcome (5 minutes)**
 - Review objectives of the feedback session
 - Set ground rules for respectful and open communication
- **Roundtable: Successes (10 minutes)**
 - Each team member shares 1 recent success or positive experience related to communication or teamwork
 - Discussion of what made these experiences successful
- **Roundtable: Challenges (15 minutes)**
 - Each team member shares a current communication or collaboration challenge
 - Team brainstorms potential solutions
- **Goal setting (10 minutes)**
 - Team members set one communication goal for the upcoming month
 - Goals are recorded and will be reviewed in the next session
- **Closing Remarks (5 minutes)**
 - Recap key takeaways from the session
 - Reminders of next steps and accountability