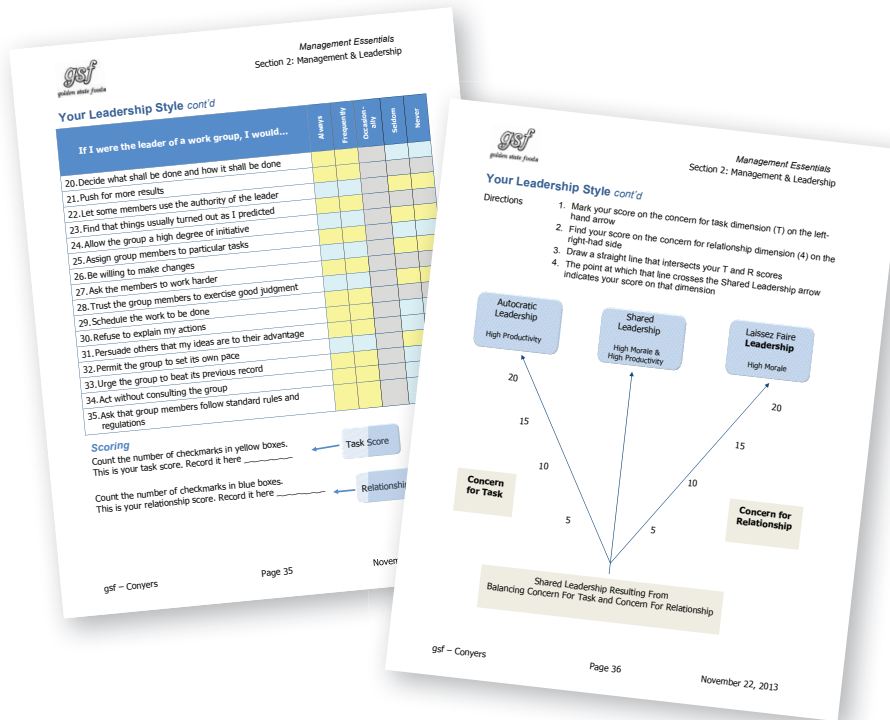


GSF Management Training



GSF has long utilized Luminance's performance-based model for developing their factory floor training. When GSF needed it's own management training program, they decided to utilize Luminance's ability to develop a custom program tailored to GSF's specific needs.

The challenge:

GSF had never implemented a formal management-training program. Supervisors and Managers were largely on their own to figure out how to manage at GSF.

Some resources were available to Managers, but they were rarely used. Managers were so busy with day-to-day responsibilities that they didn't have time to develop their management skills or participate in optional online training.

A customized GSF training workshop needed to be part of a larger program where practitioners developed a range of skills and capabilities that allowed them to perform effectively as managers.

The solution:

GSF and Luminance examined the learning needs of Supervisors and Managers at GSF. Based on these needs, and anticipated future needs, they designed the "Passport Program" where participants receive "stamps" on their Passport at significant points of accomplishment or learning. The program is structured yet flexible to ensure each Manager gets the training needed for their specific role and goals.

On completion of the initial training workshop, each Manager was provided a Passport that describes a path to develop their management abilities. A portion of the passport is customizable based on each individual's journey. Managers earn individual stamps based on their unique goals and needs.

Stamps are earned not just through participation in courses, but by demonstrating results achieved using management techniques learned and referenced in the Passport.

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As a result of focus groups and executive interviews, Luminance collaborated with us to develop a customized management program defining best practices to create continuity within our leadership team. Through hands-on training, and development of intellectual and tangible tools, each participant was able to commit to measurable goals and subsequently deliver results with considerable success.

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Luminance Course Manager discussing management issues during a break-out session

The results:

All Supervisors and Managers at GSF North America have attended the first mandatory management course: *Management Essentials*. Managers are beginning to earn their first stamps on their passports as they demonstrate value they've created based on techniques learned in the *Management Essentials* course. This course was designed and delivered jointly by GSF and Luminance. To read more about this course, click [here](#).

Additional mandatory and optional courses and activities are currently being developed by GSF & Luminance.



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