



## Increase Performance with a Focus on First Level Leaders and Job Relations

A Motivated and Loyal Workforce is a Productive Workforce

Thought Leadership Report

### How Productive is Your Workforce?

In an eight hour day, 40 hour week, 160 hour month, 2,000 hour year how much are you really getting from your workforce? While hours are being recorded and payroll is being processed are you getting what you expect, are you getting what you need? Some organizations we were brought in to work with were struggling with performance gaps and reported they might be getting as few as three to five hours of productive work per day from their workforce. Is it any wonder they're missing their performance and production targets?

As a professional services firm focused on helping organizations increase performance and sustain gains we've looked closer into this. We are finding the causes have less to do with the workforce and more to do with management and in particular First Level Leaders including supervisors, team leaders, crew leaders, project managers, sales managers, head nurses, department managers, shift leaders, etc.

### Why are First Level Leaders so critical?

Day-to-day, hour-by-hour First Level Leaders are there to interact with the workforce and make decisions, remove obstacles and provide solutions for those things adversely impacting production output, speed, quality and cost; and do it in a way that strengthens employee relations, desire to do a great job and ultimately retention.

Unfortunately, many First Level Leaders have never been provided an opportunity to learn and apply basic and effective interaction and relationship techniques to create a positive and productive workplace (sometimes called Job Relations). This can leave your First Level Leaders grabbing at straws and failing to be effective in their role.

First-Level Leaders generally know the details of how to do their jobs, what to do, sometimes called Job Methods, and how to train their workforce to do their jobs, sometimes called Job Instructions. But it is their inability to effectively interact with the people doing the work that limits their ability to contribute what they know to make the environment and their direct reports productive. Left unaddressed they will continue to struggle with such things as conflict resolution and productive two-way communication and problems with production output, speed, quality, labor relations, and safety will continue to plague performance.

### Today's Productivity Challenges Have Been Overcome Before

In WWII an elite group of industrial leaders and practitioners faced similar yet bigger challenges and came together "to help industry help

itself get out more materials than have ever been thought possible, and at a constantly accelerating speed." This elite group's outside of the box thinking resulted in provocative approaches that translated into unimaginable industrial results.

One of these key approaches to increasing productivity was developing production supervisors so that they had the right skills to lead people and get the job done. Industrial practitioners developed three programs which effectively delivered the skills needed by a supervisor: Job Instruction, Job Improvement and Job Relations.

In the three years following the Battle of Midway, the Japanese built six (6) aircraft carriers. The U.S. built 17. American industry provided almost two-thirds of all the Allied military equipment produced during the war: including 300,000 aircraft, 193,000 artillery pieces, 86,000 tanks, two million army trucks. They did it with a heavy focus on Job Relations as well as Job Instruction and Job Methods.

### Utilizing Job Relations to Increase Performance

MainStream has developed a comprehensive approach for today's First Level Leaders and highly diverse workforce. Our focus on skilling up First Level Leaders to better engage, relate and motivate their workforce leverages an updated offering we call Job Relations 3.0. We're helping organizations and their First Level Leaders through training, consulting, coaching and mentoring and we're seeing real results that trace back to bottom line productivity gains and performance increases.

### Free MainStream Job Relations 3.0 Webinar!

MainStream's Job Relations 3.0 Webinar will show you how improved Job Relations can impact your First Level Leaders by increasing performance that will sustain over time. The Webinar will be held on Day, June XX from XX-XX ET. Register today by clicking [HERE](#) to join our free Job Relations 3.0 Webinar!

Contact us to learn more about how MainStream's First Level Leaders and Job Relations 3.0 programs can assist your organization. Email us at [info@mainstreamgs.com](mailto:info@mainstreamgs.com) or call today 1.877.785.4888.

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