

The Supervision Series and Molex

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The Molex Background

You may not recognize the Molex name, but it's almost a certainty that you use and depend on many products that they make possible. After all, Molex is the world's second-largest manufacturer of electronic, electrical and fiber optic interconnection products and systems.

In product development centers, manufacturing facilities and sales offices on six continents, the more than 16,241 people of Molex are 100 percent customer driven. Molex supports their customer-driven culture with help from the Supervision Series.

Molex discovered the *Leadership Essentials Supervision Series* just as they were about to build the curriculum they needed from scratch. From the top down, Molex knew that their supervisors needed management skills.

Molex also knew (after combing the marketplace for the right solution) that most management training was too "theoretical" and not "hands-on" enough to really work for their front-line supervisors. (Molex had been using DDI with their front-line supervisors before they brought the *Supervision Series* in.)



Molex Results

Molex has now been a *Supervision Series* user for over 3 years and trained over 300 employees. During that time their use of the Supervision Series has spread beyond the Americas-based supervisor population the program initially served. That spread is remarkable because it's been the result of internal word-of-mouth about the quality of the training and its clear impact on job performance. That word-of-mouth campaign is responsible for the use of the training in Ireland, its translation by Molex into German and Slovak, and its likely translation into Polish and Italian.

Not only has the program spread beyond North America, it's also moving up the ranks of management at Molex. Managers well above the supervisory level were intrigued by what they heard about the Supervision Series from their Supervisors, and many of those managers have now gone through the training.

As Supervisors and Managers have been through the course with consistent, positive feedback, it's now clear that the skills taught in the Supervision Series, and the methodology used to train those skills, are of value to leaders at all levels within Molex.

The person responsible for the ongoing successful implementation of the Supervision Series at Molex is Joe Misurac, Manager of Training and Development. Joe's heard many positive comments from supervisors and managers alike about the on-the-job effectiveness of the training, but one conversation really stands out for him. As Joe says, "The most rewarding comment was from someone who said that the training had a positive impact on their job and on their marriage. In other words, they took to heart some of the communications skills, took those skills outside of the workplace, and improved their family life."

Joe's next challenge is to find ways to continually reinforce skill use at Molex and weave the skills into the corporate culture. He's already moving towards those goals by offering Supervision Series skills follow-up training sessions. Those 45-minute sessions, run by managers themselves, address specific management challenges through application of the skills.

As described above the Molex experience is a snapshot of the power of the Supervision Series. Thanks to Joe's efforts and Vital's comprehensive, practical

To discover how the Leadership Essentials Supervision Series curriculum can help your managers lead more effectively—call us at (561) 208-6480 or visit our Web site at www.rpchr.com

