What can they do?

Organisation: Embrace change.
Listen + act.
Recognise problems
Incentives
See workplace as a community.
Prioritise engagement.

Leaders: Listen to shop floor issues
Improve communication - use new methods.
Understand what they're doing
Feasible expectations.

Managers: Don't tell - inform or discuss
enable.
Become more like leaders.
Be more assertive

Shop Floor: Trust leaders and management.
Recognise + communicate problems
participate in problem solving
Communication plan.

What Can They Do ?

Organisation

Goals
Objectives
Understand Market
& Competitors
Environment to ask
Why ?
Remove Silo

Leaders

Engage at all Levels
↳ Gemba

To Build Trust &
Inspire

Managers

Understand process
& process frustrations

Sell not tell
Simple communication
visual management
Thank You!

Shop Floor

Autonomy to challenge how
we do things - they are
the process aspects

Canteen

Interact with everyone

Free Ginger Tea

WHAT CAN THEY DO?

ORGANISATION:

BE CLEAR

BE HONEST

BE POSITIVE.

COMMUNICATION - APPROPRIATE

LISTENING

ACCEPT + BE PREPARED TO FAIL.

LEADERS:

BE BRAVE.

HELP PEOPLE UNDERSTAND

FULLY EXPLAIN THE WHY.

CLARIFY PROCESSES

CREATE STANDARDS

MANAGERS:

BUILD CONFIDENCE

BE PATIENT.

TAKE TIME WITH YOUR PEOPLE.

APPRECIATE.

NO BLAME.

SHOP FLOOR:

BE OPEN

GIVE FEEDBACK.

SHARE KNOWLEDGE / EXP.

WHAT?

ORGANISATION: Clear vision + Mission
Communicated down
SMART Targets
Make it fun

LEADERS: Set the Culture
Organise the environment
Empower the people
Accountability

MANAGERS: Resources, training, skill
temperature gauge
Management style

SHOP FLOOR: Motivated, challenged
Listened to
See opportunity, reward,
progress
Means to communicate

What can they do?

Org...
- clear vision
- communicate to all leaders clear
- learn threats
- know what good is? How to get there

Leades...
- clarity of vision + why
- benefits reaching goal
- discuss frustration / solution
- gain respect / listen (strategy often)

(use informal setting context)

Managers...
- understand shopfloor tasks (experience
- Be approachable

Shopfloor...
- Have a voice
- talk to Manager

What can they do?

Board Room: Have a vision/
Communicate it.
Empower from bottom up.
Look at skills - Are the right people in place?

Managers: Create an atmosphere for listening/ Communicating.
Training needs?
Accept failure.

Shop Floor: Constructive Feedback
Solution focus
Training needs?

Organisation

- Communication - purposeful 2 way
- Shared strategy
- Understanding
- Cross functional problem solving

Leaders

- Listen + facilitate.
- Training
- Examine working environment

Managers

- Seek ideas.
- Coach + mentor

Shop Floor

- Feed into strategy
- Get on board
- Cross functional - improves motivation
- Visual KPIs - successes
- Good organisation - stop fire fighting

What Can They do?

Organisations

Values Built by everyone.

Transparent Communications at alevels.

Create Innovative Mindset/ Culture

Leaders

Newsletters owned by shop floor

leadership commitment
listen + Talk.

'Walk on' not in Business

Encourage Interaction

Reserve a 'Guest Seat' at the Board.

Managers

- Offer opportunities

Set time for Personal Leadership Dev.

Manage By walking about.

Shop floor

Ask the why's

- Become learner not Judger.
- Engagement
- Empowerment

listen to the why's with open mind

WHAT CAN THEY DO?

- ORGANISATION : STRATEGY / DIRECTION
  - PROCESSES
  - RESOURCES

- LEADERS: COMMUNICATE (HELP)
  CONSULT

  LEAD BY EXAMPLE (VFL)(MBWA)

- MANAGERS: FOCUS ON VALUE
  ENABLE WORKFORCE

- SHOP FLOOR: BY A THERMOSTAT NOT THERMOMETER
  TIME MANAGEMENT
  LISTEN / PRAISE
  PARTICIPATE.
  BE POSITIVE
  VOICE OPINION

WHAT CAN THEY DO?

ORG: 1) CLEAR STRATEGY

2) ENSURE MANAGEMENT ARE PRESENT TO PROVIDE GUIDANCE + ENGAGEMENT

3) CLEARLY DEFINED PROCESSES

4) BUILD STRONG TEAMS

LEADERS: 1) ENGAGE + LIAISE TO CREATE CULTURE OF IMPROVEMENT

2) WALK THE TALK.

3) LEAD BY EXAMPLE

MANAGERS: 1) RECOGNISE good PERFORMANCE + COACH TO IMPROVE

2) TRAINING

3) Manage workload / stress + set realistic SMART GOALS

Floor: 1) BE PRESENT on SHOP FLOOR (GEMBA)

2) upSkilling / cross Skilling

3) Willingness to learn

4) Receiving Thanks

WHAT CAN They do?

~~Leaders~~ ORGANISATION

- Bench mark 'Best Practice
- Set STRATEGY. / WHAT Does good look Like
- Provide TRAining / Development
- Invest in People
- Set Values /

~~Leader~~

~~Man~~

Managers

- Set clear GOALS & REWARDS
- Dont be afraid to REWARD - SMALL gestures.
- Visuals of / Simple
  - OBJECTIVE
  - KPI's

Leaders

- Communicate The STRATEGY
- Motivate the people
- Walk the TALK
- Demonstrate Empathy
- Listen to employees.

Shop-floor

- Engage Their BRAINS not Just HANDS
- What Can I do for The Company, not what my Company Can do for me
- Feed up Suggestions / IDeas
- Get 'SHOP Floor' personel to PRESENT to DIRECTORS / BOARD ROOM.
- Ask for their 'OPINION'
- ENROL for TRAining / Development

ORGANISATION

NO STRUCTURE

NO STRATEGY

BREAK DOWN SILO'S - IMPROVE ON SHARED AREAS

ESTABLISH BETTER COMMICATION.

LEADERS

ARROGANCE

NO VISION.

WALKIN THE "GEMBA"

* LISTENING.

RIGHT PEOPLE IN RIGHT POSITION.

MANAGERS

NO ONE WANTS TO CHANGE

PRESSURE

* LEADERS NEVER ON THE FLOOR.

BETTER TRAINING

MORE OWNERSHIP

TIME MANAGEMENT.

SHOP FLOOR

NO BODY CARES

NO COMMUNICATION

NO TRAINING

LACK OF ENGAGEMENT

+ IDEAS v REWARD

+ WHY I'M DOING WHAT I'M DOING

Managers
- Distant from Decision makers
- One way communication
- Workforce ignored by managers

Shop floor
- Tension
- Why should we care
- We are worthless
- if it wasn't for us
- unmotivated + unlead
- Communicated to not with

What can they do?

Organisation:

- Set agenda for change
  Whats the problem
  Identify issues
  with all groups.
- Communicate plan of Action
  Transmit + receive information
  to everyone

Leaders:

- Communicate vision + direction
- lead by example
- Identify who are leaders or
  nor in the organisation Board,
  management + staff
- Build trust - setting realistic
  goals - comes back to communicat
- Accept failure
- Listen

What can they do?

× Organisation

- Set clear organisational objectives and be responsible in cascading / communication at all levels.
  ↳ quarterly town halls directly from CEO to shop floor

+ leaders.

- Facilitate the objectives by leading by example, and promoting culture through inspiration, and be as visible as appropriate.

+ managers

- support shop floor by communicating, listening and providing help where needed, to make the objectives make sense.
- translate the message.

+ shop floor

- Have a voice.

Communication approaches

What can they do

Leaders - More time spent in other roles.
- Coaching training.
- Plans
- Walking the floor.

Managers - Support
- Dedicated teams
- training.
- Benefits.
- More face time with ~~Management~~ leaders & shop floor.

Shop floor: - higher pay
- better benefits.
- more ownership
- input to discussions.

Organisation
- Money

- Pande Support
- Back to Basics

Leaders
- Inspire
-

- Training.
- Communicate

Managers
- Why they not doing it - Listen
- Why dont they listen - Action
- What needs to change.

Shop floor.
- Why dont they listen.
-

- Listen
- Willing to learn
- Involve

Organisation

- Be realistic
- Have healthier Goals

Leaders

- Communicate these stats to everyone
- Don't put too much pressure on bonus

Managers

- Better training
- Spread the pressure out
- Work out goals together at start

Shop floor

- Better support system with communication so it is healthy pressu
- Clarity in their purpose
- Embrace training/change
- Understanding of better work = better company = Job security.

What can they do?

- Organisation.

- Leaders.

↳ Communicate the 'what' & the 'why' - Inspire.

- Managers.

↳ Personal reward & appreciation ↓

- Shop floor.

↳ Learn from each other & See the bigger picture.