



Thombert, Inc. – Supervisor Training = Employee & Company Success

Background on Thombert:

Thombert, Inc. is one of the world's largest manufacturers of polyurethane wheels and tires for narrow aisle lift trucks. Thombert employs 115 between its two plants, located in Newton and Brooklyn Iowa. One of the plants is a unionized plant.

Challenge:

Like many employers, Thombert recognized that some of its supervisors may not possess all of the skills and experience they needed to adequately manage their teams of employees. Committed to promoting from within, many of Thombert's supervisors rose to their positions given their demonstrated commitment to the company and their strong work ethics, not necessarily because of any management training or experience. Thombert understood that without management and strategic communication skills, the teams of employees were likely not working to their potential. Furthermore, the company wished to remedy employee conflicts that they suspected arose from a lack of clear expectations and inconsistent accountability practices.

Solution:

Thombert approached DMACC Business Resources to help them institute a program of supervisory management training. DBR connected Thombert with a known expert in the field who guided the team of supervisors through an exercise to identify the key challenging issues faced in their daily work. Not surprisingly, primary issues identified included setting and communicating clear expectations and ensuring that the supervisors were supporting the Thombert culture. Through a series of interactive sessions, the supervisors learned to create and implement a framework through which they could analyze employee issues and enable success. Each session included a practical discussion about real workplace challenges where the team of supervisors practiced principals learned. DBR also coordinated Thombert's participation in the Real Colors program which helped them to identify different communication styles from among their co-workers and to understand the most effective corresponding communication approaches and techniques.

Results:

Thombert has been thrilled with the synergistic and far-reaching outcomes of the training coordinated by DBR.

"Thanks to our relationship with DMACC, Thombert's supervisors are much more clear about what they want from their employees and those expectations are communicated clearly to their teams. All of the teams have increased their productivity and morale among all segments of the plant has dramatically improved!"

– Mo Lockwood, Manufacturing Manager, Thombert, Inc.