Why It Matters

Employee Engagement

70% of frontline employee engagement and performance is driven by their immediate supervisor (Gallup, 2023).
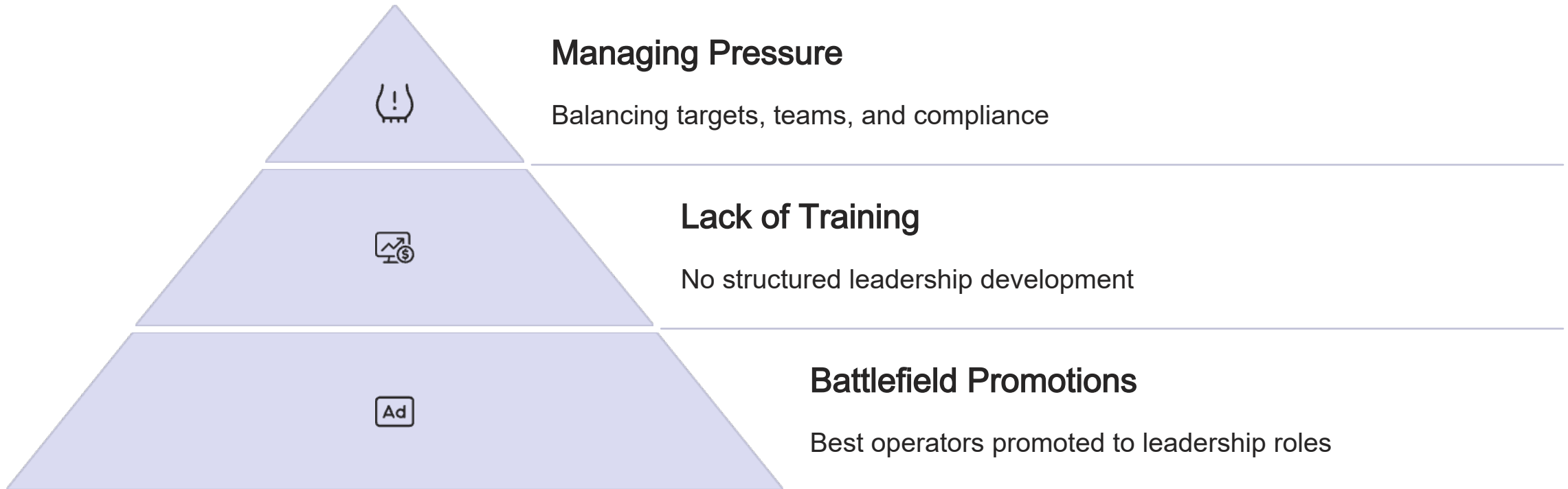
Battlefield Promotions

Most frontline supervisors are promoted without formal leadership training ("battlefield promotions") (McKinsey, 2022).

Operational Outcomes

Frontline leadership impacts turnover, safety, and operational outcomes (Gallup State of the Global Workplace, 2023).

"Battlefield Promotions"

Managing Pressure

Balancing targets, teams, and compliance

Lack of Training

No structured leadership development

Battlefield Promotions

Best operators promoted to leadership roles

Frontline supervisors often promoted without formal leadership development (McKinsey, 2022).

Pressure of managing targets, diverse teams, safety compliance without structured training (SHRM 2022 Workforce Report).

Cost of Poor Leadership

$4,700
Replacement Cost
Average cost to replace a frontline worker (SHRM, 2022)

$8.8T
Global Impact
Annual cost of disengaged employees to global economy (Gallup, 2023)

64%
Engagement Rate
Percentage of frontline workers who feel engaged at work (Axonify Frontline Workforce Study, 2023)

Training ROI: Beyond Retention

Productivity Boost

- 23% efficiency improvement

- Faster onboarding times

- Reduced error rates

Innovation Engine

- 2.5x more employee ideas

- Cross-functional problem-solving

- Continuous improvement culture

Engagement Amplifier

- 37% higher satisfaction scores

- Reduced absenteeism

- Stronger team cohesion

Boosting Productivity & Efficiency

Productivity Gains

Well-trained teams are 17% more productive and 20% higher performing (UKG Workforce Institute, 2023).

Growth Acceleration

Top companies investing in people grow productivity up to 6x faster than others (McKinsey, 2023).

Reducing Risk & Safety Incidents

Injury Reduction

Companies investing in safety leadership training reduced injuries by up to 77% (NIOSH Safety Leadership Study, 2022).

Safety ROI

Average ROI on frontline safety investments can exceed 500% (National Safety Council, 2022).

Why Employees Leave

Compensation gaps

Uncompetitive pay structures

Limited growth paths

No clear advancement opportunities

Skill stagnation
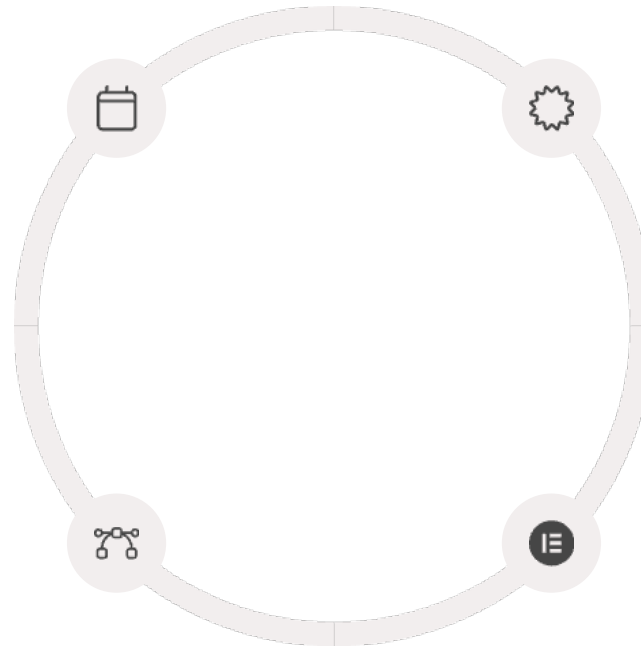
Lack of development resources

Poor culture fit

Misaligned values and expectations

The Front Line Loyalty Opportunity

44% would stay 10+ years

With clear growth opportunities

38% want skills training

Technical and interpersonal

52% need career mapping

Clear advancement visualization

29% request mentorship

Guidance from experienced staff

Real-World Examples

Coca-Cola Leader Lab

Leadership development targeted at frontline skill building (cocacolaleaderlab.com).

Hitachi Energy

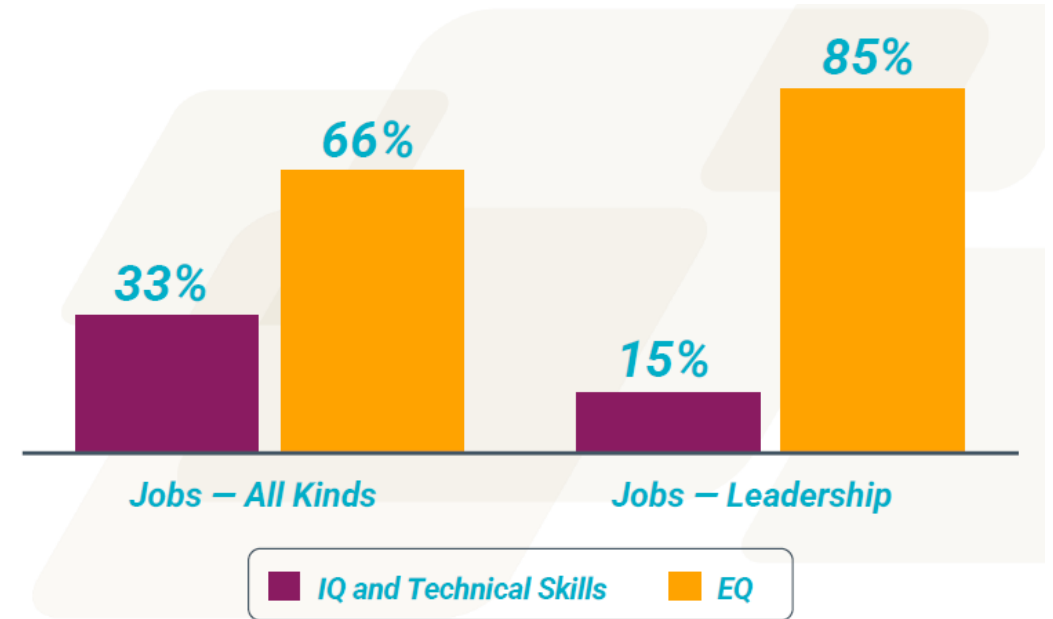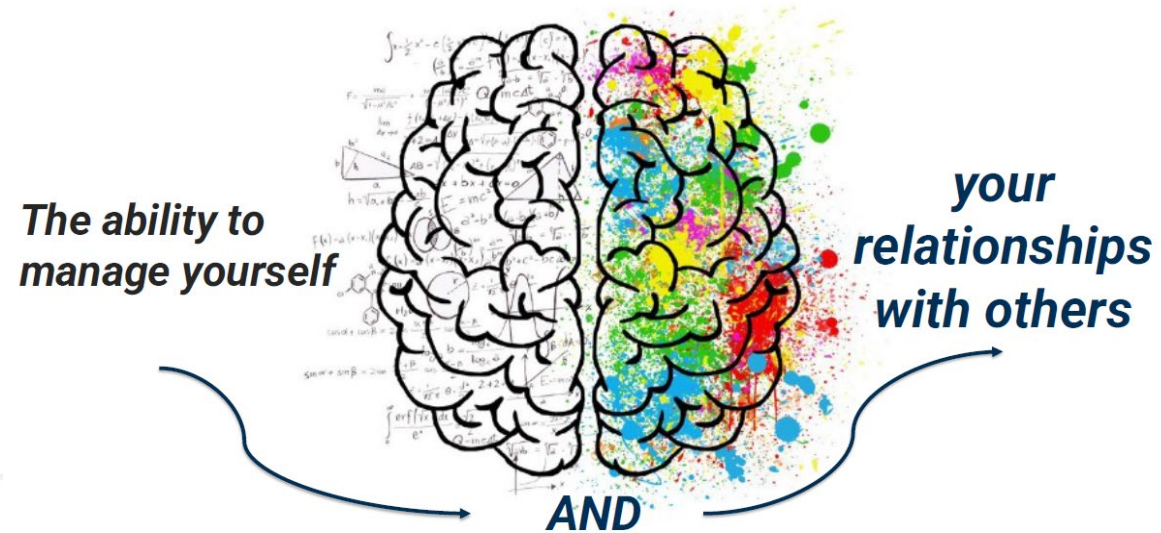Cut manager turnover by 80% after investing in leadership programs (internal report, 2022).

Accenture Internal Leadership Study

353% ROI on leadership development (Accenture Case Study, 2022).

Soft Skills Development is Critical for Success

EMOTIONAL INTELLIGENCE

The ability to manage yourself

AND

your relationships with others

33% — Jobs — All Kinds (IQ and Technical Skills)
66% — Jobs — All Kinds (EQ)
15% — Jobs — Leadership (IQ and Technical Skills)
85% — Jobs — Leadership (EQ)

IQ and Technical Skills
EQ

Source: Emotional Intelligence: Why It Can Matter More Than IQ, by Daniel Goleman

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Key Competencies for Frontline Leaders

Communication

Communication and feedback skills (ATD, 2023).

Coaching

Coaching and emotional intelligence (Gallup, 2023).

Conflict Resolution

Conflict resolution and performance management (SHRM, 2022).

Cultural Awareness

Cultural awareness and inclusivity (McKinsey Diversity Report, 2023).
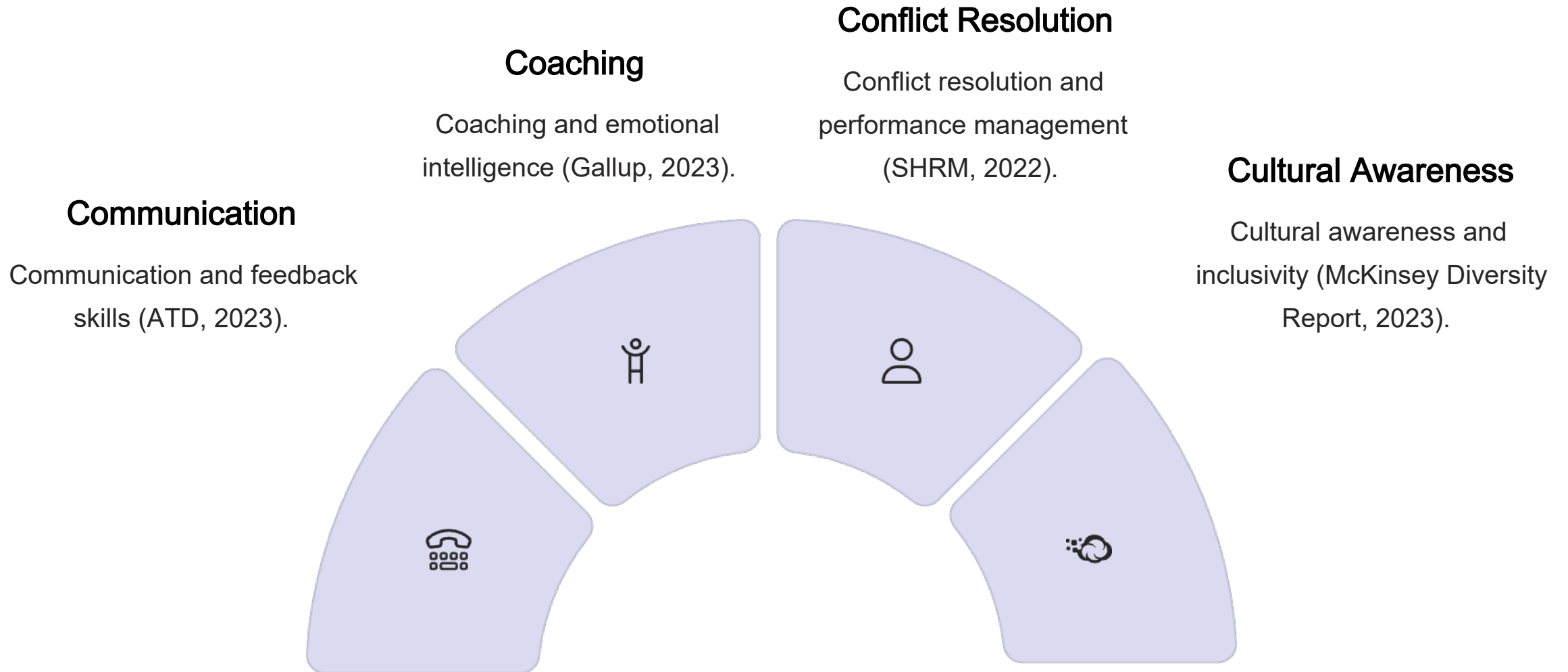
Building a Supportive Culture

Modeling Behavior

Supervisors modeling behavior increases trust by 30% (Gallup, 2022).

Regular Oneon-Ones

Regular one-on-ones double employee engagement scores (Glint 2023 Engagement Survey).

Career Transparency

Career path transparency increases retention by 20-30% (LinkedIn Talent Trends, 2023).

Effective Development Strategies

Blended Learning

On-the-job + classroom drive best results (LinkedIn Learning Report, 2023).
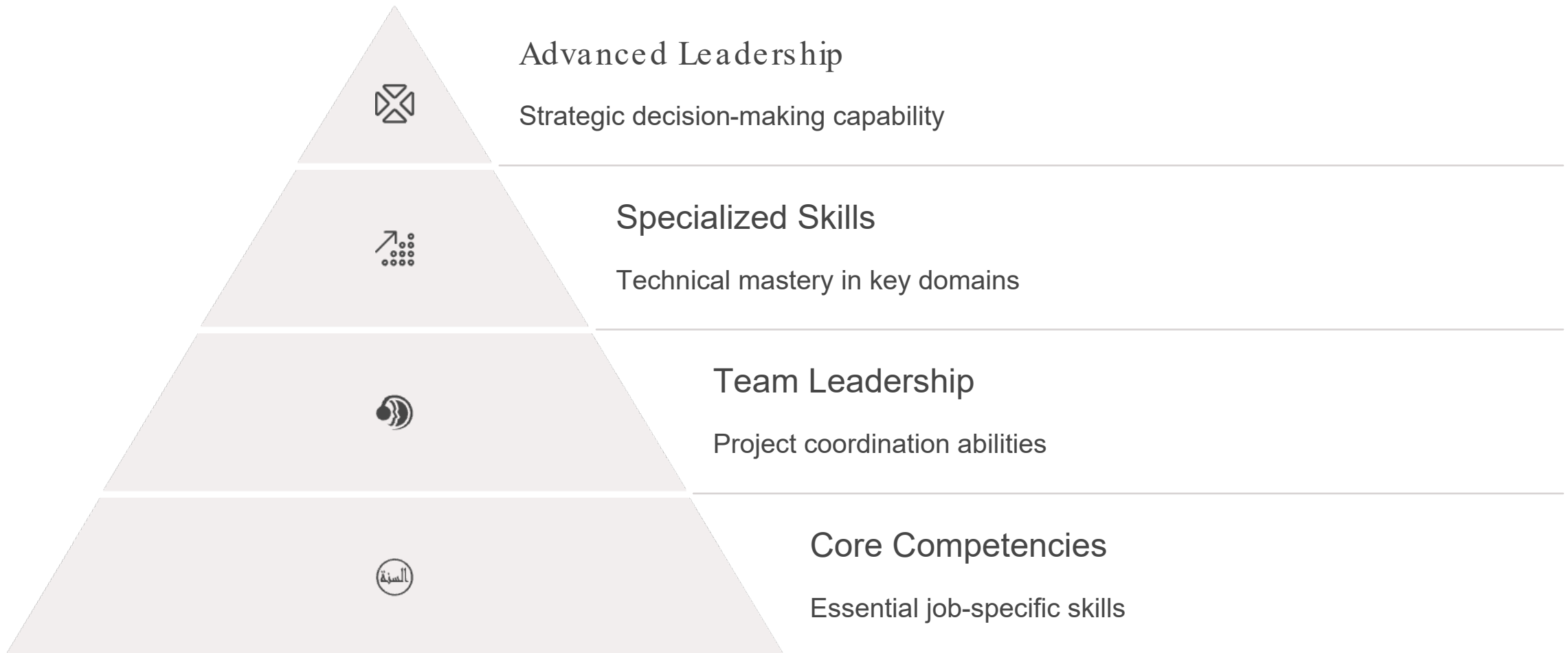
Ongoing Development

Outperforms onetime training events (Training Industry, 2023).

Measurement

KPIs critical to track ROI (Bersin by Deloitte, 2023).

Development Pathways Framework

Advanced Leadership
Strategic decision-making capability

Specialized Skills
Technical mastery in key domains

Team Leadership
Project coordination abilities

Core Competencies
Essential job-specific skills

Implementation Roadmap

Assessment Phase

Skills gap analysis

Employee career aspiration mapping

Retention risk identification

Program Design

Tiered training modules

Blended learning approach

Progress measurement metrics

Technology Integration

LMS deployment

Mobile learning tools

Performance analytics dashboard

Culture Reinforcement

Manager upskilling

Recognition systems

Success story promotion

Key Takeaways

Frontline Impact

Frontline supervisors drive 70% of engagement and operational success (Gallup, 2023).

Cost of Inaction

Poor supervision leads to costly turnover and safety incidents (SHRM, NIOSH, 2022).

Investment Return

Leadership training delivers 7x ROI (Training Industry, 2022).

Core Skills

Core skills needed: communication, coaching, conflict resolution, performance management, inclusion (ATD, Gallup, SHRM, McKinsey 2023).

Q&A

Upcoming Supply Chain Operations Leadership Courses

[Principles of Transportation Management](#)

June 2, 2025 – June 4, 2025 | Virtual (Instructor-led) / Georgia Tech Savannah Campus

[Leading for Organizational Excellence](#)

June 5, 2025 – June 6, 2025 | Georgia Tech Savannah Campus

September 10, 2025- October 9, 2025 |Virtual (Instructor-led)

[Lean Leadership for the Supply Chain Professional](#)

Self- Paced Online / Start Anytime

[Supply Chain Management Principles](#)

Self- Paced Online / Start Anytime

Georgia MEP Leadership Training

GaMEP Leadership Development Approach

Leadership Essentials Course Descriptions

- Communication: Connect Through Conversations
- Coaching: Move People Forward
- Resolving Workplace Conflict
- Building and Sustaining Trust
- Mastering Emotional Intelligence (EQ)

Personal Development

Interpersonal Development

Team Development

GaMEP's standard recommendation for building skills is to begin with the Leadership Essentials Courses.

In addition, GaMEP can tailor our approach with an extensive library of courses plus additional services, including organizational assessments and personal coaching, to help organizations accelerate leadership and team development.

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Upcoming SCL Lunch and Learn Opportunities

"Thinking Beyond the First Step: Unintended Consequences in Supply Chain Decision Making"

w/ Chris Gaffney

Thursday, June 5th | 12-1pm ET | Zoom Registration Link

scl.gatech.edu/jun25-lnl

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