CASE STUDY
Saint-Gobain Performance Plastics Partners with Kent State for the Delivery of On-site Tailored Leadership Development

BACKGROUND
Nearly seven years ago, Saint-Gobain Performance Plastics was looking for a partner to offer on-site training for their employees nationally. Saint-Gobain Performance Plastics was interested in providing professional development opportunities for leaders at multiple levels. Their top priorities were to provide training for their supervisors, mid-level managers and functional leaders. It was essential to Saint-Gobain Performance Plastics learning and development professionals that the training focused on identified competencies that drive success for each of these groups.

THE SOLUTION
Saint-Gobain Performance Plastics wanted to establish a strong partnership with a provider that understood the organization’s needs and objectives. The Center for Corporate and Professional Development at Kent State University offered the development of a seamless, strategic training plan focused on the skills development needs identified by the organization for each leadership level.

To kick off the initiative and raise awareness of the offerings, Saint-Gobain Performance Plastics University (PPLU) was formed and they held a national orientation in Orlando, Florida, that included human resource representatives from Saint-Gobain Performance Plastics locations across the country. This event enabled learning and development leaders to better understand the needs of the company’s employees throughout the United States and to promote the new opportunities for learning and professional development.

THE RESULTS
From here, Kent State and Saint-Gobain Performance Plastics professionals worked together to develop training for frontline leaders and supervisors. Supervision Essentials Levels I and II each include two days of training delivered by Kent State facilitator Scott Tackett. Core competencies that this training addresses include:

- Coaching and Developing Others,
- Motivating,
- Discipline and
- Interpersonal Communication, among others.

Kent State also customized a two-level management development initiative called High-Performance Management that successfully meets the needs of Saint-Gobain Performance Plastics mid-level leaders. Level I consists of customized training focusing on the competencies of influence, Emotional Intelligence, coaching, team communication and accountability.
This three-day Kent State training is facilitated by Dr. K. Kay Potetz and Deborah Easton. Level II consists of tailored training focusing on managing conflict and coaching effective performance for all generations. Kent State facilitators Deborah Easton and Ned Parks deliver the High-Performance Management Level II program. Overall, both of these development programs assist managers to excel within their roles.

For the more senior leaders, including Plant Managers, Market Managers and other functional leaders, Kent State tailored the six-day Certificate in Leadership Excellence for Saint-Gobain Performance Plastics. This training focuses on developing leaders’ competencies in areas including:

- Emotional Intelligence,
- Organizational Leadership,
- Building Trust,
- Coaching,
- Accountability and
- Influence.

MOVING FORWARD

Today, Saint-Gobain Performance Plastics and Kent State’s Center for Corporate and Professional Development continue to flourish their long-standing partnership. With new, innovative programs, the partners’ most recent initiative is the Operations Development Program that includes experiential learning approaches including business simulations, mentoring and coaching.

“...The instructor has a lot of experience and was able to relate different subject materials to real-life instances – very enriching!”

~ Senthil Jayaseelan
Sr. Research Engineer II

“The skills I learned and will develop from this program will be invaluable to the progression of my career.”

~ Michael Moungian
Shipping Supervisor

“Instructors are very knowledgeable, well-organized and engaging.”

~ Chad Schut
Production Supervisor