

LEADERSHIP DEVELOPMENT PROGRAM FUNDAMENTALLY TRANSFORMS MANAGEMENT TEAM

ABOUT MEYER TOOL INC. Meyer Tool, Inc. supplies a variety of precision components to the aerospace and gas turbine engine industries. The company began as Meyer Tool & Die in 1951, and has evolved over the years into an industry leader in turbine technologies. Located in Greenville, South Carolina, Meyer Tool holds AS9100 and Nadcap certifications for all special processes.

THE CHALLENGE. Meyer Tool recognizes the value of employee development, and invests in quality training to avoid high turnover rates. The company was looking for a program that would address the fundamentals of leadership. Successful organizations need managers, supervisors, and team leaders who are willing to accept responsibility for improvement, able to communicate effectively, engage their people, develop teams, delegate effectively, and coach others. If these skills are lacking, workforce issues arise and productivity suffers. Meyer Tool reached out to the South Carolina Manufacturing Extension Partnership (SCMEP), a NIST MEP affiliate, for assistance in training employees to avoid these issues.

MEP CENTER'S ROLE. Four employees from Meyer Tool's management team enrolled in an Effective Leadership Development program delivered by LMI, a division of SCMEP. The eleven-week program is designed to improve relationships and workplace communication. The training participants set personal and business goals at the beginning of the course. They learned techniques for exercising levels of authority, preventing and solving problems, and motivating the team. By the end of the course, the participants were prepared to train, motivate, and develop employees to a higher level of productivity.

Quality Systems and CI Manager, John Benson, was impressed. "This program hasn't been a class that employees went to and put the book on the shelf—it's been fundamentally transformative for all who completed," he said. "While the class is long over, the group still meets every day which will shape our company for years to come. Decisions are filtered through the training and those decisions reflect what was learned. For us, that's not a short-term win, that's long-term."

"The thing that differentiates SCMEP from others isn't just the materials, it's the focus on the people. There are many places out there that offer training but it's the same materials over and over. It's the people that conduct the training that make it different and successful."

-Chris Urban, General Manager

RESULTS



Trained **4** employees in Effective Leadership Development



Promoted team building, impacting the entire company



Team meets daily



Training introduced the idea of "becoming an empathic and servant leader"

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