

## L3 TECHNOLOGIES IMPROVES EMPLOYEE RELATIONS WITH SUPERVISORY TRAINING

**ABOUT L3 TECHNOLOGIES.** Located in Hilton Head, South Carolina, and founded in 1973, L3Harris Technologies is an ISO 9001:2015 certified full-service manufacturer of miniature eye-safe diode pumped 1.54 $\mu$ m Erbium glass laser transmitters, specialty laser, and filter glass material. These are used in applications including laser rangefinding, range gate imaging, LIDAR, and Laser Induced Breakdown Spectroscopy (LIBS).

**THE CHALLENGE.** Managers and supervisors often lack the leadership and supervisory skills necessary to fulfill their positions effectively. For example, through failure to delegate, many find themselves working long hours and fighting burnout. L3Harris Technologies was looking for ways to improve employee relations by training their executives.

**MEP CENTER'S ROLE.** After discussing their needs, SCMEP, part of the MEP National Network™, was able to recommend a leadership academy. The academy contains five modules of leadership training for a company's frontline leaders and supervisors. Each level is designed to help leaders become more productive by getting more done through an engaged workforce. They learned how to: motivate people to a higher level of productivity; get more done through time management; practice the art of delegation and giving direction; exercise authority effectively; and handle and prevent problems with people. The course was delivered in five half-day sessions bi-monthly.

"The training provided by SCMEP was excellent and helped to improve day-to-day employee relations with our managers and supervisors. We appreciate the range of innovative strategies, resources, and solutions SCMEP provided."

-Jamie Mannor, General Manager

## RESULTS



\$40,000 in cost savings



\$30,000 in new investment



2 jobs created or retained

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