

## LEADERSHIP TRAINING DELIVERS A HUGE IMPACT!!

**ABOUT HPP FOOD SERVICES (ICPK CORPORATION).** ICPK Corporation dba HPP Foodservices (“HPP Foodservices”), founded in 2015, is the first toller in Southern California and the first in the U.S. to provide co-packing services for HPP (high-pressure processing) products. HPP is a natural method of food processing that uses cold water and up to 87,000 psi to neutralize listeria, salmonella, E. coli, and other pathogens. HPP Foodservices has 150 employees and \$10 million in annual sales.

**THE CHALLENGE.** HPP Foodservices was seeking assistance with growing the leadership skills of employees in order to enhance interpersonal communication, team effectiveness, ability to adapt to change, and a continuous improvement mindset. For help the company turned to CMTC, part of the MEP National Network™.

**MEP CENTER'S ROLE.** CMTC discussed with the company ways in which a leadership development training program would help to achieve HPP Foodservices’ objectives. CMTC provided nine remotely delivered leadership development workshops and additional technical support for HPP Foodservices from January-April 2021. Through team-based exercises, lectures, and training videos, employees learned about workplace skills including planning and prioritizing work, peer-to-peer communication, and conflict management strategies using tools such as AEIOU (acknowledge, express, identify, outcome, understanding) and DESC (describe, express, specify, consequence).

**"We were very satisfied with the curriculum and the knowledge of the instructor. The training was beneficial for our company and for the professional growth of our employees. We were very happy to work with the CMTC team - they were all extremely professional and helpful. I would love to continue working with CMTC!"**

-Carlos Takashi, COO

## RESULTS



20 jobs created



10 jobs retained



\$2,000,000 in increased sales projected



\$1,000,000 invested in capital improvements and \$200,000 in workforce



\$200,000 in products and processes and \$200,000 in information systems & software

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