

SOLVING WORKPLACE PROBLEMS

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The Carolina Turkeys Background

Carolina Turkeys, based in Mt. Olive, North Carolina has the world’s largest turkey processing plant. With more than 2,500 employees and 200 managers. Production runs around the clock, with more than 550 million pounds of turkey processed each year for distribution throughout the United States.

Like many organizations, Carolina Turkeys had some turnover problems, and some teams that weren’t as effective as they should be. So Carolina Turkeys established

standards for hiring and performance evaluation – but realized they had not provided the training the managers needed to be effective leaders.

In 2004 a Leadership Development curriculum was designed to teach the many and varied skills that managers need to lead effectively.

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Developing Leaders at Carolina Turkeys

Jessica McVicker, in Training and Organizational Development, worked with many people throughout the company to make sure the training curriculum, consisting of 80-hours of training, was consistent with the corporate objectives used in hiring and evaluating employee performance. Jessica, along with a number of instructors were responsible for teaching these courses that cover the critical skills that Carolina Turkeys managers need today to be effective.

Jessica reports that she was extremely impressed with the feedback she received from Vital Learning's Solving Workplace Problems course, which is part of Vital Learning's Leadership Essentials curriculum. Jessica stated,

"The participants absolutely love this class! What's even more impressive is that these managers and supervisors have been attending a different class every other week for over a year and I'm sure they were starting to get 'all trained out' –but this class brought a lot of energy back to them and they found themselves actively engaged and learning. The skills and the process for teaching these skills are very engaging – and it enabled participants to use actual problems to practice the skills and learn how to solve them."

What Participants Say

Jessica shared the comments and feedback she received from the managers themselves. She feels it reflects how much they got out of the course. Comments in class and on workshop evaluations included:

- *"It was great to get a problem-solving class that wasn't too basic or too advanced –it offered us concrete steps that can be applied to problems..."*
- *"This class was very practical and the tools that can be used by anyone."*
- *"This is the best class yet – very hands-on and engaging."*
- *"These skills can be used anywhere when faced with difficult decisions – at work, at home everywhere."*
- *"Best class so far."*

Vital Learning is proud to be a part of the Leadership Development program at Carolina Turkeys.

To discover how Vital Learning's Leadership Essentials curriculum can help your managers lead more effectively—call 800-255-2912 or visit www.hrconsults.com.

