

MANAGEMENT TRAINING HELPS THE SUPPLY CHAIN MINIMIZE PEOPLE CHALLENGES

Effectively managing employees within the supply chain can be difficult due to the frequently changing nature of the business. Making sure things happen when they need to for customers can leave people management as a lower priority.

APQC recently conducted a cross-industry study of people challenges at work that identified top challenges among both employees and managers.

TOP CHALLENGES...

...EMPLOYEES have with MANAGERS

- 51%** Do not share enough information
- 47%** Do not provide adequate direction
- 42%** Lack capacity/time
- 32%** Do not listen enough
- 29%** Are not collaborative
- 29%** Do not offer feedback



...MANAGERS have with DIRECT REPORTS

- Resist change **51%**
- Lack necessary skills or knowledge **43%**
- Lack motivation **38%**
- Do not share enough information **35%**
- Lack capacity/time **35%**
- Are not accountable **35%**

IMPACT OF THESE CHALLENGES

These challenges can have a detrimental effect on organizational efficiency, because they impact employees' ability to do their jobs.



APQC's research also indicates that the current methods organizations use to develop the skills of their managers are not comprehensive enough to truly address the top people challenges.

TRAIN YOUR PEOPLE MANAGERS



Additional development for people managers can help address challenges regarding communication, planning, and interpersonal skills.

Leading organizations across industries have developed more comprehensive training programs for people managers that combine:

- // on-the-job experience,
- // mentoring from other leaders, and
- // training on projects simulating real-world problems,
- // traditional training programs on people skills.

By providing a more comprehensive development program, organizations enable their managers to address people challenges, which allows all employees to do their jobs more efficiently and effectively.