

# Tools to Navigate the Changing Workforce in Manufacturing

written by Lauri Moon | October 1, 2019

You probably know the saying “change is the only constant.” Well, that couldn’t be truer during this unique time in operations, where:

- 50% of facility managers are expected to retire in the next 10 years
- 80% of Americans agree there is a skills gap in the workforce
- 2 million of the 3.5 million manufacturing jobs needed by 2025 are expected to go unfilled

Add to that changes in technology and the fact that five generations are working together for the first time in history - and it can be difficult to navigate a path forward.

Amid all this change and uncertainty in your workforce, there is opportunity. Opportunity to equip your team with what they need to grow their productivity and remain competitive. Opportunity to harness tools and technology to make sure your team is prepared for the future. Opportunity to prove your impact and leave a lasting legacy.

Join our discussion on this topic to gain confidence and a toolset around:

- Current statistics on the changing workforce and how it affects the world of manufacturing operations
- Training and development opportunities to boost recruitment and retention to equip your team for the future
- Technology to help your team grow their skills, knowledge sharing and productivity
- How other operations professionals are successfully navigating these changes

**Speakers**

## **Wayne Glass, Manufacturing M&O Manager**

Wayne Glass built two maintenance management careers, in two very different fields. A closer look reveals both fields, military maintenance, and industrial mining, deal with skilled resource shortages in similar ways. Wayne says, “Organization of the maintenance effort is what CMMS is all about!”. He should know, His broad career includes 25 years in the US Army followed by 14 years in mine maintenance management. Wayne credits CMMS as key to his effective maintenance efforts in both the 1991 Persian Gulf war and the 2003 invasion of Iraq. He also says it is paramount to lead an effective plant maintenance program. Wayne’s many military awards include the Bronze Star service medal. Wayne just finished a from scratch CMMS implementation in California and is moving to the Austin Texas area.

## **Paul Lachance, Senior Manufacturing Advisor, Dude Solutions**

Paul Lachance has spent his entire career devoted to optimizing maintenance teams by enabling data-driven decisions and actionable insights. He wrote his first CMMS system in 2004 and has since spent his professional career designing and directing CMMS and EAM systems. A regular speaker at national tradeshow, he’s been featured at IMTS, Fabtech and SMRP as well as several industry magazines. He currently serves as the Senior Manufacturing Advisor for Dude Solutions.



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# Impact of Digital Transformation on the Employee Experience

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## *Expectations, culture, engagement, & training*

The manufacturing industry is undergoing a transformation. Digitization of plant floors - from the internet of things, to artificial intelligence, mobility, and machine connectivity, brings technology to the forefront of operational strategies. Smart factories are no longer a competitive distinction - they're a must for any manufacturer.

With so much focus on digital transformation, it's easy to lose sight of what's needed to successfully implement a digital strategy - an engaged workforce. New technologies impact employees in numerous ways, both on and off the clock.

This webinar will discuss how technology affects the employee experience and how to manage the shift to new practices to ensure a highly engaged and productive workforce.

During this webinar, you will:

- Learn how employee expectations and corporate cultures have evolved with the availability of new technologies
- Hear how Tyson has leveraged new technologies to engage and train their employees
- Gain insight into how to enhance the employee experience by leveraging digital workforce management technologies

## Speakers

 **Mike Rogers, Senior Director, Maintenance and Refrigeration, Tyson**

Mike Rogers is the Senior Director of Maintenance and Refrigeration for Tyson Foods, Inc. Prior to his current position, he taught agriculture and industrial maintenance at Siloam Springs High School for 20 years. He was the Energy Manager for the Siloam Springs School District for 16 years. Mike received his Bachelor of Science in Agricultural from the University of Arkansas, and minored in Agriculture Mechanics and Poultry Science, with a Master's in Technical Education. Through high school, college, and the first five years of teaching, Mike was employed full-time at Frez-N-Stor in industrial maintenance and anhydrous ammonia. During his 20-year career at Frez-N-Stor, he took refrigeration classes through the Refrigerating Engineers & Technicians Association, received a universal HVAC/R license, and boiler operator's certification.

Mike holds six additional teaching licenses with the Arkansas Department of Education, including: a technical permit for post-secondary instruction, HVAC-R, advanced manufacturing, industrial equipment maintenance, machine tool technology, and welding. Mike is an NCCER Master Trainer and holds three journey level certificates. He was runner up for 2016 Arkansas Teacher of the Year, and currently is a member of the Senate appointed Task Force on Workforce Education. Positioned with Tyson Foods, Mike's team travels across the country to train on industrial maintenance, maintenance reliability, automation, and refrigeration. His team is also responsible for starting technical programs in proximity to locations critical to Tyson Foods.

 **Stephen Gold, President and CEO, Manufacturers Alliance for Productivity & Innovation**

Stephen is president and CEO of Manufacturers Alliance for Productivity and Innovation (MAPI), the premier manufacturing leadership network in the country. For more than 85 years MAPI has helped manufacturing executives grow their companies and their careers through business insights, economic analysis, and peer-to-peer communities. Over the past three decades, Stephen has represented U.S. manufacturers in a variety of senior-level roles in nonprofit membership organizations, including in government relations, communications, and operations. He has served as an occasional guest columnist for The Washington Times and is presently a contributing columnist for IndustryWeek. He regularly

writes on topics such as the millennial workforce, automation, and government policy.

While at the National Association of Manufacturers in the early 2000s, he helped launch NAM's Campaign for the Future of U.S. Manufacturing and served as executive director of the Coalition for the Future of U.S. Manufacturing. He specialized in regulatory law in the 1990s, working at a D.C.-based firm in the consumer product safety practice group and in energy and environmental issues in the government relations practice group. He sits on the Board of Trustees of The Manufacturing Institute. Stephen received a J.D. from George Mason University School of Law, an M.A. in history from George Washington University, and a B.S. in history from Arizona State University.

 **Heather Badower, Industry Marketing Manager, Kronos**

Heather Badower, Industry Marketing Manager, leads strategic content creation, messaging, and sales support for the manufacturing market at Kronos Incorporated, a global provider of workforce management and human capital management software solutions. She is also responsible for educating manufacturing organizations about the role workforce technologies play in improving employee engagement and organizational performance.

Prior to joining Kronos, Heather developed marketing strategies and facilitated product development for technology companies in the entertainment industry and with various start-ups. She has a bachelor's degree in marketing from Suffolk University and is a member of Women in Manufacturing and the American Marketing Association.

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# **Webinar: Navigating the Manufacturing Workforce Challenge**

written by Lauri Moon | October 1, 2019

A dramatic increase in demand for precision manufactured products, unprecedented shifts in demographics, and changing attitudes about education, work and fulfillment, have created conditions where attracting and retaining talent is one of the biggest limiting factors for manufacturers today. What are manufacturers doing about it? That's what we sought to find out.

In this webinar we will be revealing the key insights gained through a survey of manufacturers around the country. What we will cover includes:

- The key industry/market/global influences effecting executive decision-making around the workforce
- The most significant challenges leaders are facing when it comes to navigating their organizations future
- What techniques manufacturers are finding effective to attract and retain the workforce of the future
- The technologies manufacturers are investing in to better compete for workforce talent now and in the future

This not-to-be-missed webinar will give you an up-to-date picture of what others in your industry are thinking and doing. A detailed report will follow this interactive session discussing our survey's results and analysis behind the numbers.

## Speaker

### Brent Robertson, Partner, Fathom

Brent Robertson is a partner at Fathom, a Future Design firm located in West Hartford, CT. Working with leadership teams at some of the region's most valuable organizations, Brent champions an approach to strategic planning, employee engagement, leadership succession, and market differentiation that prioritizes people and relationships.

In addition to his client work, Brent is an advocate for the maker culture and is engaged with the Advanced Manufacturing, Architecture, Engineering and Construction industries, serving as a strategic advisor to the organizations that support them. With a bias toward provoking new ways of seeing the world and taking action to change it, Brent speaks at events around the country and is regularly featured in regional and national publications.

Brent has oriented his life around helping people create conditions for their success. He is frequently invited to lecture on the topic of leadership at universities, and uses his recent personal transformation experience—going from overweight and out of shape middle-ager to ultra-distance trail/road marathoner and triathlete in under three years—as a place from which to mentor others through personal and professional change.

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# Webinar: 5 Steps Manufacturers Must Take to Engage the Gen Z Workforce

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The manufacturing industry is facing a talent crisis with the impending “silver tsunami” of baby-boomer retirements. This is compounded by the harsh reality that younger generations aren’t considering manufacturing as a career option.

To remain competitive in the war for talent, manufacturers must create a work environment which attracts, engages, and retains the future workforce. This webinar will discuss five actionable steps manufacturers can take to get there.

During this webinar, you will:

- Learn how to motivate and engage a multi-generational workforce
- Discover new ideas for creating “Gen-Z-ready” work practices
- Gain insight into the role technology plays in enhancing the employee experience

## Speakers

 **John Frehse, Senior Managing Director, Ankura**

John Frehse is a Senior Managing Director at Ankura, based in the New York office. He has more than 20 years of experience focused on labor and operations strategy.

John has developed and implemented strategies for more than 100 companies, and he delivers to corporate leaders innovative labor solutions that incorporate solutions to employee needs. His work has spanned a wide range of industries, including food and beverage, automotive, chemical, electronics, pharmaceuticals, power, call



centers, banking/insurance, distribution, telecommunications, mining, government and healthcare.

John's professional philosophy is that people are the most valuable resource of every company. His experience has proven that in order to create long-term success, a thoughtful and methodical approach to labor must be created.

Before joining Ankura, John was a founding partner of Core Practice LLC, an international labor strategies firm. Prior to that, he was head of Global Strategic Services Sales for Blue Pumpkin Software, now known as Verint. His clients included the manufacturer of automobile driveline and drivetrain components and systems, a multinational food manufacturing and processing conglomerate, and a Canadian telecommunications and media company.

 **Kylene Zenk, Director, Manufacturing Practice, Kronos**

Kylene Zenk, Director, Manufacturing Practice, leads awareness building efforts and go-to-market strategy execution for the manufacturing market at Kronos Incorporated, a global provider of workforce management and human capital management software solutions. Her primary focus is educating manufacturing organizations about the role of effective labor management in improving employee engagement and organizational performance. She is also responsible for partnering across sales, services, product development, and customer support to achieve sales growth and customer satisfaction goals.

Prior to joining Kronos in 2007, Zenk worked at Capital One Financial Corporation in operations, sales training, and marketing roles. She has a bachelor's degree in political science and a master's degree in business administration, both from the University of Massachusetts, Amherst. Zenk is also a member of the National Association of Manufacturers, the Association for Manufacturing Excellence, and the Society for Human Resource Management.



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# **Webinar: The Best Kept Secret for Boosting Workforce Engagement and Performance**

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Microlearning is quickly emerging as a key way to increase workforce engagement, boost knowledge growth and ultimately change behavior. Proven to drive results, leading organizations are leveraging microlearning as a critical component of their operational excellence strategy—whether it's to reduce safety incidents, deeply ingrain corporate values, or simply bring consistency from team to team and facility to facility. The best part? Organizations can incorporate microlearning without any interruption to production, and in a way that effortlessly supports a diverse workforce.

Join this webinar to learn:

- What microlearning is (and isn't)
- 5 ways microlearning is boosting frontline performance
- Stories of real organizations that are using microlearning to drive significant business impact

**Speaker**

 **Carol Leaman, CEO, Axonify Inc.**

Carol Leaman is the CEO of Axonify Inc., a disruptor in the corporate learning space and innovator behind the Axonify Microlearning Platform—proven to increase employee knowledge and performance necessary for achieving targeted business results. Prior to Axonify, Carol was the CEO of PostRank Inc., a social engagement analytics company that she sold to Google in June 2011. Previously, Carol held CEO positions at several other technology firms, including RSS Solutions and Fakespace Systems. Carol is a frequent speaker, a regular contributor to Fortune magazine and a well-respected thought leader, whose articles appear in various learning, business and technology publications. She also sits on the boards of many organizations, both charitable and for-profit, and advises a variety of high-tech firms in Canada’s technology triangle. Carol has won multiple awards, including the Waterloo Region Entrepreneur Hall of Fame Intrepid Award (2011) and the Sarah Kirke Award (2010) for Canada’s leading female entrepreneur and she is a finalist for the Techvibes Entrepreneur of the Year Award (2017).



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