

CASE STUDY:

Maisons Suprêmes (Tracadie-Sheila, NB)

Workplace Essential Skills (WES) Acadian Peninsula

Overview

Maisons Suprêmes operates in the modular home-building sector. It employs 140 people with schooling ranging from post-secondary, secondary and primary. With its expansion goals, Maisons Suprêmes recognizes the importance of offering training to its employees to help them perform better and thus, contribute to the growth of the company.

Management identified some gaps in the team leaders' task execution in terms of certain skills like oral communication and teamwork. Reading, writing, math and the ability to reason were also identified as needs. Maisons Suprêmes sought the Workplace Essential Skills program to meet these needs.

Objectives

The objectives Maison Suprêmes wanted to reach through the WES program were to:

- Strengthen the learning culture
- Improve the team leader autonomy by improving their ability to communicate effectively
- Value changing and adapting to meet the requirements of the workplace
- Improve the self-esteem and confidence of the team leaders



Methodology & Delivery

The WES - Maisons Suprêmes initiative was rolled out in 2011 with a project team made up of the production director and the person responsible for human resources at the company, as well as the Acadian Peninsula WES team. An analysis of the employees targeted by the initiative and employee profiles was completed to create training adapted to the specific needs of participants all while meeting the company's objectives. The training was offered on site according to the skills approach. The learning activities were adapted to match the skills needed according to the profiles related to the employees' tasks. Fourteen (14) employees participated in the training on a voluntary basis. Training was held six hours a day, four days a week for a total of 178 hours. The employer allowed employees to be trained during work hours.

Achievements

Following the WES training, employees had acquired:

- Skills and more confidence to lead team meetings and draft reports or memos
- Better communication and leadership skills
- A better understanding and knowledge to put the employee manual into practice
- A greater sense of ease and much more confidence to apply their skills in math, understanding narrative texts and schematics in their construction related tasks (plans, memos...)

Results of the Initiative

At Maison Suprêmes, the results and impact of the WES training were:

- Improvement in production and reduction in the number of errors
- Reinforcement of the employees' autonomy
- Greater engagement and loyalty towards the employer
- Increased security
- Reduction in the absenteeism