

enVista®  
*enabling enterprise commerce™*



enRichment  
Training Series

## Experience and Expertise

enVista's consulting team brings a wealth of experience optimizing supply chain operations across a multitude of industries. Our expertise spans omni-channel, retail store and warehouse productivity. Accordingly, we work with clients to develop trainings customized to their specific operations and goals. Our results are most evidenced by our expanding list of retail clients who continue to partner with us year after year.

### *We work with companies to:*

- Increase customer service
- Decrease operational costs
- Improve warehouse and delivery throughput & efficiencies
- Increase the ability to accommodate product line growth
- Optimize inventory & maximize space utilization
- Minimize picking errors, returns breakage and repack
- Create an ergonomically friendly work environment

## Pricing

enVista will customize a program that meets your needs while respecting your budget constraints.



"The growth and development of people is the highest calling of leadership."

-Harvey Firestone

## Change Management Training Summary:

### Value Proposition:

enVista's "Change Management" training is directed toward associates that are responsible for being a change agent for a project implementation. This two-hour course was developed with any level of change agent in mind from a support staff member to a manager to an executive. Many associates view change negatively; this course will educate them on how to overcome the most common barriers to change.

### Structure:

**Classroom Instruction:** The classroom instruction is designed to facilitate thought provoking discussions around change management. Classroom training is a combination of lecture, hands-on activities, and group discussions.

Course Topics Covered	
Topic	
1.	Approach to Change
2.	Natural Reaction to Change
3.	Communication
4.	Time Management
5.	Accountability
6.	Laws of Organizational Change
7.	Six Steps to Implementing Change

## Implementation Guidelines Training Summary:

### Value Proposition:

enVista's "Implementation Guidelines" training is directed toward Operations Management and Human Resources personnel that are responsible for developing a culture of accountability throughout the lifecycle of the LMS engagement from project kick-off through post go-live. This two-hour course covers enVista's best practice recommendations covering project kick-off, labor reporting recommendations, the Human Capital Charter, and ongoing sustainability needs required to ensure the investment in the labor management program is not minimized.

### Structure:

**Classroom Instruction:** The classroom instruction is designed to facilitate thought provoking discussions around LMS implementation guidelines to ensure project success. Classroom training is a combination of lecture, hands-on activities, and group discussions.

Course Topics Covered	
Topic	
1.	Ensuring Project Success
2.	The Project Kick-off
3.	The Human Capital Charter
4.	Labor Reporting Recommendations: Direct & Indirect Labor
5.	Maintaining Your LMS: Ongoing Sustainability Best Practices

## Supervising on the Line Training Summary:

### Value Proposition:

enVista’s “Supervising on the Line” training is designed to educate your management and supervisory staff on leadership best practices. Many front line managers do not receive enough training before being tasked to manage other associates in the warehouse; this course is designed to help them become not only better managers but also better leaders. This two-hour course was developed around the book “Supervising on the Line,” which was written by Gene Gagnon and revised by enVista’s CEO Jim Barnes. Participants receive a copy of the book and classroom instruction.

### Structure:

This course is a two-step program:

**Pre-work:** Managers are required to log one day of their activities and also complete a worksheet detailing the responsibilities of their position. These activities will foster classroom discussion and lead to better awareness of time management and overall responsibility.

**Classroom Instruction:** The classroom instruction is designed to encourage thought provoking discussions around transitioning to management, ensuring success, motivating employees, better time management, and aligning expectations. Classroom training is a combination of lecture and group discussions.

Course Topics Covered	
Topic	
1.	Role of the First Line Supervisor
2.	Responsibility, Accountability, and Authority
3.	Managing and Solving Problems
4.	Measurement
5.	Training
6.	Barriers to Productivity
7.	Communication
8.	Motivation and Positive Reinforcement

## Preferred Methods and Employee Coaching Summary:

### Value Proposition:

enVista’s “Preferred Methods and Employee Coaching” training is designed to educate your management and supervisory staff on the best practices for conducting employee observations in the working environment and conducting follow-up coaching, counseling, and motivation communication sessions with the observed employees. This 2.5-hour course was developed around the book “Supervising on the Line,” which was written by Gene Gagnon and revised by enVista’s CEO Jim Barnes. This session will help help managers develop and support Preferred Methods in the work environment.

### Structure:

This course is a two-step program:

**Classroom Instruction:** The classroom instruction is designed to provide an introduction to Preferred Methods and the three basic components of a Preferred Method. The classroom discussion will then transition into how to conduct a Preferred Methods observation from start to finish, including the coaching session.

**On-the-Floor Instruction:** Following the classroom session, enVista trainers will divide the operations staff into small groups, typically two to four people, and go out and conduct an employee observation on a specific task. Each member of the small group will record their individual observations on the Preferred Methods document, along with any observed barriers to productivity. Following the on-the-floor session, the group will convene to review the observation and walk through the coaching and counseling form, with the enVista trainer acting as the employee just observed.

Course Topics Covered	
Topic	
1.	Reasons for Observations
2.	Barriers to Productivity
3.	Preferred Methods Observation Best Practices
4.	Employee Coaching Session
5.	Tips to Observing Employees

## Engineered Labor Standards Proposition:

### Value Proposition:

enVista’s “Engineered Labor Standards (ELS)” training is designed to educate clients in the concepts of ELS. The Advanced ELS training is geared toward client resources, such as a corporate industrial engineers or facility engineers, charged with implementing a labor management program and the subsequent ongoing support. The entry level training option is geared towards educating client employees in the basics of Engineered Labor Standards.

### Structure:

**Advanced Classroom Instruction:** The classroom instruction is designed to facilitate thought provoking discussions around a labor management implementation. This four-hour course covers the fundamental topics of what is an engineered labor standard and how to develop, maintain and audit engineered labor standards in a retail or distribution environment.

Advanced ELS Course Topics Covered	
Topic	
1.	What Is a Labor Standard
2.	How to Conduct MHE Studies
3.	How to Set Labor Standards Without a PDA
4.	How to Maintain Engineered Labor Standards
5.	How to Audit Engineered Labor Standards

**Entry Level Classroom Instruction:** This one-hour classroom instruction is designed to introduce the concept of Engineered Labor standards to employees and how enVista develop Labor Standards in a retail or distribution environment.

Entry Level Course Topics Covered	
Topic	
1.	What Is a Labor Standard
2.	enVista’s 9-step Approach to Labor Management

## LMS 101 Proposition:

enVista’s “LMS 101” training is geared toward all associates that will be engaged in an LMS implementation. This 1.5-hour course has two levels of training, one for associates and one for managers. This course answers the fundamental questions regarding who, what, where, when, why and how of the implementation.

### Structure:

**Management Classroom Instruction:** The classroom instruction is designed to foster thought provoking discussions around a labor management implementation. The course covers topics ranging from frequently asked questions to the benefits of an LMS to typical LMS implementation best practices. Classroom training is a combination of lecture, hands-on activities, and group discussions.

Management Course Topics Covered	
Topic	
1.	History of Industrial Engineering
2.	Why Is an LMS Needed?
3.	What Is an LMS?
4.	Benefits of an LMS
5.	LMS Implementation Timeline

**Employee Classroom Instruction:** This one-hour classroom instruction is designed to introduce labor management to employees. The course covers topics ranging from frequently asked questions to the benefits of an LMS. Classroom training is a combination of lecture and group discussions.

Employee Course Topics Covered	
Topic	
1.	Team Introductions
2.	Project Timeline
3.	Preferred Methods
4.	enVista’s 9-step Approach to Labor Management





## Consult-Implement-Operate

As part of enVista's Consult-Implement-Operate model, we see the powerful impact client education and training can make. By leveraging enVista's experienced team to train your staff, you will benefit from an on-site learning experience that costs a fraction of other seminars and trainings and that uniquely delivers targeted curriculum designed to meet your organization's needs.





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