



**DALE CARNEGIE®
TRAINING**



CUSTOMER SUCCESS STORY

Dale Carnegie helps MPI enhance both planning and operations.

Microboard Processing Inc. is an electronics manufacturing company in Seymour, Conn., that is growing rapidly thanks to its commitment to product quality and customer responsiveness. As the company grows, MPI executives saw a need to provide managers and group leaders with new tools and processes that would enhance both planning and operations.

- Executives and managers are delegating tasks more often.
- Managers show more confidence in their own abilities.
- Meetings are conducted more efficiently.
- Morale and employee involvement have improved dramatically.

MPI brought in Dale Carnegie Training of Western Connecticut to conduct customized training sessions for executives and managers.

“Feedback from our employees has been very positive,” Preziosi said. “It was good to see people who had been complaining that they ‘can’t get it done’ realize that if they effectively manage their day they can become more productive.”

“We wanted to bring everyone together on the same page in order to grow the company in the most effective and efficient way, as well as to see the employees themselves grow,” said MPI Executive Vice President Nicole Russo. “People are leaving the Dale Carnegie seminars with a renewed view of how they can be doing their jobs.”

The 26-year-old company provides electronic products, services and consulting to the defense, medical, industrial, and alternative energy industries. As a contract manufacturer, MPI must offer rapid response time to customers and an ability to produce large or small orders on time.

Russo said management had “gotten into some bad habits” and the intensive Dale Carnegie program has yielded new insights into the company’s culture and bolstered core competencies.

Dale Carnegie Training of Western Connecticut worked with MPI to craft two customized learning tracks, one for top management and another for group leaders at the middle-management level. The program was called “Success Tools for MPI, Developing and Enhancing Fundamental Business Skills,” and included custom training in time management, project management, meeting facilitation, the delegation process, and problem analysis and resolution.

“By empowering and developing their people, the leaders of MPI have discovered how to maintain their fast pace while reducing costs, rework and waste,” said Bob Dickson, owner of Dale Carnegie Training of Western Connecticut. “Meetings result in actionable plans and they take less time. Innovation has increased along with long-term problem solving. Everyone has learned how to live a more intentional work life and to better communicate with confidence. Their cash flow and their lean process have been enhanced.”

Three-hour sessions were delivered every other week, and one-on-one coaching took place in between. MPI executives and managers were given a variety of implementation assignments and project work to reinforce the classroom learning, and each participant was required to report on their results at each group session.

MPI Vice President and Chief Technology Officer Don Preziosi agreed, noting that the company’s top leadership has been pleased and impressed by the results of the training. “Everyone got some great benefits from the classes,” he said. “We had all levels of management up to the chief operating officer of the company participate. I saw a lot of excitement among our middle management people, who saw a real opportunity to improve themselves.”

A separate two-day program was created for employees who were chosen to cross-train others on the shop floor. A Dale Carnegie trainer returned several weeks later to evaluate and coach the participants as they trained their coworkers.

Preziosi said he has seen several improvements from the Dale Carnegie program, including:

Jennifer Saunders, a program manager who handles internal customer service for MPI, said she learned a great deal by attending the training sessions for group leaders. “At every session we had to get up in front of the group and share what we had accomplished since the last session,” she said. “That’s very important, to share ideas and to

- Executives are managing people more effectively.
- Managers are planning their days more effectively.



CUSTOMER
Microboard Processing Inc.

CORPORATE PROFILE
Headquarters
Seymour, CT

Type of Business
Contract Manufacturer - Electronics

practice speaking in front of the group. It wasn’t just the Dale Carnegie trainers speaking to us – we all had an opportunity to share our thoughts and ideas.”

Saunders said the Dale Carnegie trainers “brought good insight” to several areas of MPI’s management process and tied everything into MPI’s “Management By Objectives” philosophy.

“Everything they said was relevant to us at MPI,” she said. “We learned about project plans – how to follow the right steps to get things accomplished rather than to jump ahead in the process. We learned time management, too. We really had to think about how much time we spend on tasks that are urgent but not important.”

Saunders also said the sessions helped group leaders learn to manage meetings more effectively. “We learned to improve the way our meetings are structured, to make sure we have specific agendas planned, and to notify attendees at least 24 hours in advance,” she said. “We were finding that meetings were a big interruption.”

Preziosi also said he has seen a marked improvement in the way meetings are conducted. “Our meetings tended to wander and not stay on course,” he said. “I have seen a definite improvement, because we all committed to that. There is an agenda now, and everybody adheres to it.”

Preziosi said MPI is so pleased with the results of the training sessions that the company plans to add more in the future. “This was not a one-shot program,” he said. “We will continue with Dale Carnegie Training in our ongoing effort to make MPI a better-managed company.”

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