**Roundtable Notes from Emerging Leaders Conference**

**2.13.2020**

* How do we get more women in manufacturing? Why are there not more of them attending the conference?
  + Men aren’t always respectful
  + People in general don’t know about machining
  + How can we reach them?
    - Educate them about opportunities with having a trade certificate
    - Reach out to them in high schools, not just the boys
  + Why don’t we recommend manufacturing to our daughters?
    - We need to have a cultural shift
  + Don’t take their bathroom
  + Build communicating with them (and teams as a whole) into routine
  + Give them flexibility
    - They usually have a lot on their plates with childcare, housework, etc.
    - Split shifts when possible
      * There may need to be a corporate shift with the schedule, ops manager, etc. to see how this could be valuable
    - Flexibility often means more than money
* How do we recruit Gen Z?
  + They need to understand the “Why”
    - Why do coolant tanks need to be filled?
* 2-Way Communication
  + Machines can be crashed due to poor communication
  + Have people communicate back to you what was said
  + Let them go if the communication issue can’t be resolved
  + When you have an issue, take it up with the person you have the issue with first
    - Then go to immediate supervisor, and up the chain
  + As a leader, communicate like you need to be communicated with
    - Often it takes a demonstration
      * Your people will follow suit
  + Communication and Culture is often a reflection of the shop owner and regulations in place
  + Be real with one another
* Sales vs. Ops.
  + Communication needs to happen at every level
  + Communicate early before decisions are made
  + Sometimes the issue is due to a lack of skills
  + You can’t have standards on everything
  + It’s a cultural thing every shop deals with
    - Have a culture of “support where you are”
  + Give perspective when possible
  + Balance is a myth
    - You want a lot of sales
      * It’s not the sales’ fault, it’s the system’s fault
    - Know the value of the client
      * What do they really need?
        + Could we even out the flow?

Provide them with something else in return? Free shipping?

* + - * + Collaborate with the customer
    - Slow down and communicate
    - Break down the silos
    - Hartwig’s policy: We’re all in sales-even the installation guys
      * Our deburr staff is selling product too. Empower them to feel that way