

# Building from Within: Forum Plastics' Investment in Supervisory Training



## Background

Forum Plastics LLC dba Forum Contract Manufacturing was founded in 1992 as GM Tool & Forum Molding Inc. Headquartered in Waterbury, Connecticut, Forum is a full-service global contract manufacturer specializing in injection molding. Their services have expanded over the years to include laser marking, cleanroom manufacturing, automated assembly, and prototyping.

Forum produces medical injection molding and micro molding solutions for the medical device and life science industries and provides commercial-grade molding solutions for complex industrial applications. Additionally, they combine their in-house tooling with engineering and project management expertise to develop components for mission-critical military applications.

Dedicated to supporting customer projects with the highest levels of quality, consistency, and efficiency, Forum is certified in ISO 14385:2016, the Quality Management System (QMS) standard for the design, production, and manufacture of medical devices and ISO 14001:2015, the QMS standard for environmental management systems. They have received ISO Class 7 Certification for Clean Room Assembly, are registered with the U.S. Food and Drug Administration, and are International Traffic in Arms Regulations (ITAR) compliant, allowing them to support military, aerospace, and defense customers.

Forum's commitment to client support, delivered seamlessly from project initiation to completion by all 160 employees, whom they consider "partners in innovation," sets the company apart in the industry.

## Results for Forum Plastics:

The following metrics for the company:

- **Retained Sales: \$3,900,000**
- **Cost Savings: \$10,000**
- **Unnecessary Investments Avoided: \$10,000**
- **Jobs created: 1**

*"Since completing the training, we have observed a significant improvement in team dynamics and productivity. The supervisors are now better equipped to handle challenges, motivate their teams, and drive positive outcomes. This has led to a more cohesive and motivated workforce, benefiting our company's growth and success. We highly recommend CONNSTEP's Supervisor Bootcamp Training program to any organization looking to invest in their leadership team. The benefits are tangible and have made an impact on our company."*

*Lisa Leonard  
Human Resources Manager, Forum Plastics*



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## Challenge

Appreciating the importance of cultivating and retaining a skilled workforce, Forum Plastics strategically invests in its internal talent by broadening their knowledge base and further developing their skills.

They understand the pivotal role of effective managers in driving organizational value and significantly boosting team performance.

Recognizing the future potential of a newly promoted manager in their Engineering Department, who worked at the company for six years, and a newly appointed supervisor in the Tooling Department, a ten-year Forum veteran, the company took proactive steps.

## Solution

Reputation for results and industry knowledge drew Forum Plastics to work with CONNSTEP. Company leadership chose to enroll their new manager and supervisor in CONNSTEP's Winter 2024 Supervisor Bootcamp.

This workshop series aims to develop better leaders by providing participants with essential knowledge and skills for effective people leadership and management through a series of half-day classroom sessions exploring various aspects of supervision, from leadership and communication to delegation and conflict resolution.

A combination of presentations, interactive activities, and best practices provides Supervisor Bootcamp participants with practical tools and strategies to manage their teams effectively and achieve their goals.

## Results

Forum's Human Resources Manager described the participants' Supervisor Bootcamp experience as "transformative," noting that their new leaders gained a deeper understanding of their roles and a renewed sense of confidence.

The comprehensive curriculum, both theoretical and practical, helped the participants navigate problem-solving techniques and cultivate more effective teams. They learned time management skills, Lean awareness, and how best to coach and motivate employees for improved performance.

Forum's new manager and supervisor returned to their teams demonstrating improved communication skills, including active listening and effective feedback exchange, which fostered healthier working relationships.

Utilizing real-life examples, they learned conflict resolution strategies, allowing them to create more cohesive and productive work environments. A particularly valuable exercise focused on their supervisory styles: through a series of tools and assessments, each participant gained awareness of their management styles, identified their strengths and development needs, and learned how to use different styles and techniques to motivate top performance.

Supervisor Bootcamp was invaluable in helping these two new leaders transition from peers to supervisors. Having fully embraced their training, they applied their newly acquired skills in their roles and have continued to develop professionally, resulting in stronger teams, departments, and improved operations for Forum. The beneficial results of this experience propelled Forum to enroll two more leaders in later Supervisor Bootcamp workshops, which produced similar positive outcomes.



CONNSTEP, Inc. is a consulting firm strategically helping companies in Connecticut to grow their businesses and improve operational methodologies, leading to increased profitability, improved efficiencies, and creating sustainable competitive advantages in the marketplace.

