



Schneider Logistics Transloading & Distribution

Schneider Logistics Transloading & Distribution is a third party logistics provider. They have been at their Elwood location since 2006. Schneider specializes in warehousing and moving freight to a major retailer's distribution centers. When Ilene Klein, Training and Development Manager for Schneider, learned about a training program that a California branch of Schneider had implemented, she was interested in replicating it. The program had been a success in improving the skills and abilities of their supervisors.

Ms. Klein approached the Workforce Investment Board of Will County and secured funding through their grant program that is designed to assist employers in improving the skills of their current workforce. Joliet Junior College delivered the following training onsite at Schneider's facility:



- Front Line Supervision – addressing the supervisor's role in management, planning and goal setting, organizing, delegating, and human behavior and leadership skills.
- Effective Employee Communications – addressing interviewing, performance reviews, training, disciplinary discussion, and counseling.

Twenty-six front line supervisors participated in the 10-week program – attending class once a week for four hours. As a result of the training, supervisors function as a team and have developed skills that enable them to more effectively manage and communicate with their employees – improving the facility's overall productivity.

In assessing the benefit of the training, Ms. Klein said, "Probably one of the best things that came out of this is that our managers are a more cohesive management team. It has enhanced our supervisors' willingness and ability to provide cross departmental support to one another. Anytime you improve the capabilities of your workers – it is a win-win for employees and the company."