



Supervisor Leadership Program: Investing in Our Leaders

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PGE launched a new Supervisor Leadership Program (SLP) in 2011. It's part of our work to restore trust and confidence in the company by investing in our leadership team and making safety a top priority.

So what's been going on so far?

Employees report that the leadership qualities they most admire are honesty, trustworthiness, excellent communication skills and knowledge of the business. After attending SLP, employees should expect to see leaders who better demonstrate these qualities:

- someone who will listen to you if you have questions or want to share your point of view
- someone who ensures we're focused on the right priorities and makes good business decisions
- someone you can trust to speak up and have difficult conversations and
- someone who will stand up for you and have your back, if needed.



A group of supervisors and a PG&E Academy instructor talk about what they can do to increase their personal accountability during an SLP graduation event in San Ramon on February 24.

Click on the image to watch a video on what people are saying about the program.

"The program helps demonstrate and reinforce clear, consistent expectations about how we want our leaders to engage our employees while driving business results and serving our customers. We started our leadership program with first-line supervisors because they work directly with the majority of our employees (office and field) and employees view them as key leaders from whom they learn and get information," notes **Andy Williams**, HR vice president.

To assess how well the program is working, a team collected feedback from all the participants, their leaders and others. On the whole, the majority of supervisors found that the program helped them to better manage the daily demands of the business as well as their work relationships. In fact, course ratings averaged 4.5 out of 5.0.

Participants also shared suggestions for improvements, and there's a Working Committee from PG&E Academy and the lines of business that is incorporating many of those suggestions into an updated version

of SLP, scheduled to launch on April 30. Improvements include:

- Streamlined program content
- More in-class time to practice
- Minimized pre- and post-work and integrated use of social networking
- Introduction of a "Promoting SLP" workshop to give the immediate leaders of participants the knowledge they need to support their supervisors before, during and after the program
- Revised curriculum anchored to new competencies
- Increased officer participation

Take a look and hear what people are saying about the program.

For more information about SLP, [click here](#). You can also contact PG&E Academy at (800) 743-4730.

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