



Frito-Lay: Building Individual Team Skills Training Course

Audience: Plant Personnel/Plant Management
Course Length: 3 Days
Training Approach: Performance-Based, Instructor-Led
Reading Level: 8th



Challenge This is a three-day, three module course, custom developed for Frito-Lay at a time when 2000+ new employees were entering new Frito-Lay manufacturing sites in the U.S. and Canada. Frito-Lay had just begun to use work teams in a “performance culture” in the manufacturing sites, therefore it was very important for new hires to understand Frito-Lay’s concept of teamwork.

Solution DSI with Frito-Lay Subject Matter Experts conducted a front-end analysis to determine the individual competencies required of Frito-Lay team members. Building Individual Team Skills leads the participants through a natural progression from recognition of individual strengths, to integration into a group, to bonding into a cohesive team. Each activity in the training builds upon the previous one and leads to the next. Together, the activities form a series of interrelated exercises that use actual experiences to enhance learnings. The course was not presented just to the new hires, but to veteran Frito-Lay manufacturing site personnel and management, as well.

Special Features The course is activity driven, high-energy, and fun for the participants, including one activity that required participant teams to learn and compete in a dance contest, The Macarena. While some were at first skeptical, this proved to be a highly effective and fun activity for all involved. Such activities follow DSI’s philosophy of hands-on, performance-based training. Instructor materials include a fully scripted Instructor’s Guide, all relevant instructor materials such as overhead transparencies, specific text for prepared flip charts, activity materials and handouts, and performance checklists for certifying each participant in each objective within the course topics. An instructor preparation guide also accompanies the program. The participant material includes a participant workbook, handouts, activities, and course and instructor feedback forms.

Course Goal This course develops and refines interpersonal skills of the participants to be effective

Outcome DSI developed all the materials and conducted train the trainer rollout and certification with the course instructors. DSI in conjunction with the key instructors conducted pilot sessions of this training with target participants at two Frito-Lay sites. The course was immediately successful and in demand with all the other manufacturing sites. The program was adapted for use in PepsiCo Foods International, the international company for the sale and distribution of Frito-Lay products. All plants using the program made significant improvements in their employee teamwork skills and the program continues to be used successfully.