

GRCA ROUNDUP

GREATER READING CHAMBER ALLIANCE

GRCA

GREATER READING
Chamber Alliance

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Our mission is to be Berks County's leading unified resource for building a healthy, competitive business community. Our vision is to assist companies to retain, expand and grow their operations and employment and attract new businesses to Berks County.

SHOULD I OR SHOULDN'T I... THE INVESTMENT IN SUPERVISOR TRAINING



**By Mark Dolinski,
VP of Training &
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Peter Drucker, known as the "Father of Management" once said, "The best way to predict the future is to create it."

The impact of a high-performing supervisor on an organization's success cannot be overstated. From driving operational efficiency to enhancing employee engagement, supervisors are at the heart of team performance and workplace culture.

The COVID-19 pandemic served as a wake-up call for many organizations, exposing the growing importance of soft skills such as communication, empathy and adaptability. In today's workplace, supervisors are expected to do more than manage tasks — they must cultivate a culture of collaboration, encourage initiative, support problem-solving and remove barriers so their teams can thrive.

Investing in supervisor training is no longer a luxury — it's a strategic necessity. High-quality training can reduce employee turnover, improve morale, enhance quality and positively impact both revenue and operational costs.

Despite this, many new supervisors are promoted based on technical expertise alone, without the leadership training needed to succeed in their new role. The transition from peer to leader is one of the most difficult professional shifts an employee can make. Without adequate support, even the most talented individuals can struggle — leading to disengagement and high turnover among team members.

As the global leadership consulting firm DDI notes, "People leave managers, not companies."

In fact, 57 percent of employees have left a job specifically because of their manager. This powerful statistic highlights the critical need for supervisors who are not only competent, but also inspiring and supportive leaders.

Effective supervision requires more than technical skills. It requires a new mindset. New supervisors must learn how to empower others, communicate with clarity, manage

conflict and focus on team success rather than individual contribution. One of the most effective ways to build this foundation is through structured supervisor training.

The Greater Reading Chamber Alliance (GRCA) offers a thoughtfully designed supervisor training program that equips leaders with the tools they need to guide high-performing teams. This comprehensive program supports not only new supervisors transitioning into leadership roles but also experienced supervisors looking to refine their approach and stay current with evolving leadership practices.

In today's fast-changing workplace, even seasoned supervisors benefit from ongoing development. Leadership isn't static — effective supervision requires continuous learning to stay responsive, relevant and resilient. GRCA's program acknowledges this by offering a structure that promotes both foundational learning and advanced growth.

The training is divided into three distinct modules, an intentional design choice that supports progressive learning without overwhelming participants. Participants are exposed to approaches such as DISC, which provides a framework for the supervisor to understand their employees and improve communication, teamwork and leadership skills.

Other core competencies integrated in the training program include communication skills, conflict resolution, delegation, problem solving, performance feedback and emotion intelligence, through self-awareness, self-management and empathy enable supervisors to manage their own emotions and understand and respond to the emotions of their team members, fostering a positive and productive work environment.

This modular approach allows for longitudinal development — where skills are built gradually over time — enabling deeper understanding and retention. It also offers flexibility, allowing supervisors to balance their learning with day-to-day responsibilities while continuing to grow as leaders.

So, should you invest in supervisor training? If you're looking to build a resilient, engaged and high-performing workforce, the answer is clear: you can't afford not to.

REGIONAL CHAMBER ROUNDUP



MONTGOMERY COUNTY CHAMBER OF COMMERCE

• 101 Bill Smith, Blvd King of Prussia, PA 19406
• 610-265-1776 • MontcoChamberPA.org

ADVOCACY: The Chamber works for your business interests and the future of small and large companies in Montgomery County. The Chamber works for business reforms and promotes legislative action on a county, state and federal level to ensure Montgomery County is an attractive place for businesses to prosper. **NETWORKING:** For business development, nothing can work better than the personal contacts developed through the Chamber. Chamber events offer nearly 40 events annually designed for you to meet and connect with other members. Events include monthly Business Builders, quarterly Lunch & Learns, bi-monthly Chat & Chews, Legislative Forums, and four Signature Events.

BENEFITS OF JOINING THE CHAMBER:

Advocacy | Networking | Grow Your Business | Referrals | Benefits Management
e-news | Website | Mailing Lists | Recognition... **BECOME A MEMBER A MEMBER**

Connection Starts Here

Events that grow your business through real relationships.



As the longest-standing Chamber in Montgomery County, we help businesses grow through connection, education, and advocacy — backed by one of the region's strongest networks.

What You'll Find at Our Events:

- Learn from marketing & business experts
- Build real relationships over lunch or coffee
- Celebrate with us at high-impact signature events

UPCOMING EVENTS

July 10, 2025 –

Getting Ahead: A Chat & Chew with Headshots

5:15 PM - 7:30 PM at DoubleTree by Hilton

Expand your presence, your confidence, and your business—starting with your headshot.

July 15, 2025 –

Township Managers Luncheon - Seating is Limited

11:15 AM - 1:30 PM Location TBD

A one-of-a-kind gathering where local leaders, Chamber members, and engaged professionals come together for real conversations, real updates, and real impact.

July 17, 2025 –

Members-Only Club

5:15 PM - 7:30 PM at Uplink KOP

Join us for our New Member Orientation, held every 60 days to help you get plugged into the Chamber's offerings, benefits, and initiatives. This session is open to new and existing members alike, and is designed to help you feel more connected, informed, and empowered.

July 31, 2025 –

Business Builders: Build Your Digital Footprint

8:15 AM - 10:00 AM at The Hallwayz in King of Prussia

Join us for an engaging Business Builders session hosted by the team at DSG. You'll walk away with clear, actionable strategies to help your business get found online and stand out in today's digital landscape.



Join us at our next event—your seat's waiting.

Scan the QR code or visit
<https://members.montcochamberpa.org/events>