Driving Impact for Manufacturers

Success Snapshot

JM Eagle

Strengthening Leadership

Company Background

JM Eagle is a global manufacturer of plastic pipe, serving industries from water and gas to telecommunications and electrical. Its Pennsylvania facility, located in Cochranton (near Meadville in Crawford County), has 138 employees and operates around the clock to meet high-volume production demands.

Business Challenge

Supervisors at JM Eagle play a critical role in maintaining safety, quality, and team performance across rotating shifts. With recruitment and retention as its top workforce challenge, JM Eagle recognized the need to invest in its frontline leadership to build a stronger, more resilient culture from within. Despite a committed workforce, the company faced a persistent gap in middle management effectiveness—particularly in communication, conflict resolution, and accountability. Supervisors often struggled to navigate difficult conversations, leading to inconsistent follow-through and diminished morale. JM Eagle needed a targeted solution to empower its supervisors with the mindset and tools of effective leadership.

Solution

Partnering with NWIRC's team, JM Eagle launched a second-line leadership development initiative tailored to its unique operational rhythm. Our Strategic Business Advisor worked closely with company leadership to scope a program that aligned with shift schedules and addressed core pain points. Drawing on her experience in manufacturing environments, our Culture Development Advisor designed and delivered four immersive training sessions focused on 1) cultivating the mindset of a great leader; 2) differentiating leadership from management; 3) practicing active listening and motivational recognition; and 4) navigating workplace conflict with confidence and clarity. Each session blended engaging content, relevant examples, and interactive exercises, creating a safe space for supervisors to reflect, share, and grow. The trainer maintained an open-door policy for one-on-one coaching, reinforcing trust and personalized support.

Success

By equipping its frontline leaders with practical tools and a renewed mindset, JM Eagle took a strategic step toward building a culture of clarity, consistency, and retention—one conversation at a time. According to the company's project survey results conducted by third-party, Fors Marsh Group, they've invested $15,000 in their current workforce, anticipate creating 16 new jobs, and achieve a cost savings of approximately $40,000. Plant Manager, Brian Shull, noted improved morale and team dynamics across shifts, supervisors began modeling consistent accountability and respectful communication, and there is enhanced confidence in handling performance issues and conflict. "We've seen real results: better morale, clearer expectations, and stronger follow-through. Our supervisors now have the tools to lead with confidence and consistency.