

JOB RELATIONS (JR) TRAINING

ESTABLISH A PROVEN, SIMPLE AND REPEATABLE FOUNDATION FOR GOOD JOB RELATIONS

Addressing employee relations, or how you work with other people, may seem intuitive, but when it comes to addressing personnel issues most managers need training. TWI - JR (Job Relations) training is an analytical method for addressing personnel issues.

TWI Job Relations (JR) training addresses one of the most challenging parts of the supervisor's job – establishing and maintaining good supervisor-employee relations and dealing with problems when they arise. Training and coaching supervisors to use this proven, simple, and repeatable TWI JR methodology allows a company to:

- ✓ Create an inclusive work environment where people of all backgrounds and experiences contribute to their full potential
- ✓ Build trust and collaboration needed for continuous improvement
- ✓ Have a consistent and coachable methodology for dealing with people problems
- ✓ Increase the confidence of new and existing supervisors to effectively build strong job relations and solve people issues that arise
- ✓ Strengthen the ability to attract and train employees with no manufacturing experience as a result of having good foundations for strong job relations and much more

To help companies get the greatest benefit from this training course, an Impact Washington advisor will work with each company's participants and program sponsor. Practice using the tools starts after the first day of training. The sponsor is there for support and coaching as participants apply what they have learned.

HANDS-ON TRAINING TO TEACH GOOD PROACTIVE AND REACTIVE LEADERSHIP SKILLS

TWI JR was developed to teach good leadership skills to front line supervisors. The training was developed at Harvard University during World War II and it is still used today by some of the world's most successful manufacturing companies.

This training is ideal for supervisors and managers that are new to leadership or want a refresher on these skills. Leaders at all levels in the organization can benefit from this training as they learn a common language and methods and coach and support each other in applying the skills learned.

More than half of the course time is spent on applied learning with everyday experiences and situations to develop the skills of each participant. There are two components to the training; foundations for how to establish good relations with your people (proactive) and A 4-step method for how to handle problems when they do arise (reactive)

Foundations for Good Relations:

- 1. Let each employee know how he is getting along:**
Find out and tell her/him what you expect. Point out ways to improve.
- 2. Give credit when due:**
Recognize extra or unusual performance. Tell her/him while it's fresh.
- 3. Tell an employee in advance about changes that will affect him:**
Tell her/him WHY if possible. Get her/him to accept the change.
- 4. Make best use of each person's ability:**
Look for ability not now being used. Never stand in an employee's way.

4-STEP METHOD FOR HANDLING JOB RELATIONS PROBLEMS:

STEP 1

GET THE FACTS

Review the record. What policies, rules, regulations apply? Talk with individuals concerned and get opinions and feelings. Be sure you have the whole story.

STEP 2

WEIGH AND DECIDE

Fit the facts together and consider their bearing on each other. What possible actions are there? Check each action against objectives, weighing effect on individual, group, and production. Select the best action.

STEP 3

TAKE ACTION

Should I handle this myself? Who can help in handling? Should I refer this to my supervisor? Consider prompt time and place. Explain and get acceptance. Don't pass the buck!

STEP 4

CHECK RESULTS

Should I handle this myself? Who can help in handling? Should I refer this to my supervisor? : How soon and how often will I check? Watch for changes in output, attitudes, and relationships.

Contact Impact Washington to learn how you can bring this practical training program to your organization

impactwashington.org | 425.438.1146 | info@impactwashington.org