



## **TWI - Job Relations Training (JR)**

**Onsite or Virtual – 5 Days, 3 Hours/day– Optimum Class Size, 10 students**

### **Training Description:**

TWI (Training Within Industry) is often referred to as the “Roots of Lean” as it provides the foundation for positive employee relations. TWI Job Relations training teaches participants how to maintain positive employee relationships and how to effectively handle relationship problems that may arise in the workplace. Participants will learn a proven, 4-step method that they can utilize if workplace relationship conflicts develop. This method includes getting the facts, weighing options then deciding, taking action, and checking the results. TWI Job Relations is centered around working with people; therefore, some time will be spent on analyzing actual workplace conflicts that participants share and discussing potential solutions. Some of the benefits from the TWI Job Relations training include increased productivity, improved attendance, better morale, and a higher employee retention rate. This training is delivered in person, onsite and is specifically designed for first-level supervisors.

### **Training Objective:**

Participants will learn the 4-step method in working with people to resolving specific problems. Participants will also learn how to avoid job relation problems by telling their employees in advance about changes that will affect them, making the best use of each person’s ability, letting employees know how they are doing, and giving credit when credit is due.

### **Skill Attainment:**

Participants who have completed this JR training will acquire skills to:

- Better communicate with their employees with less interpersonal conflict
- Diagnose employee problems, and solve them (instead of lingering for a long time and getting bigger)
- Experience fewer employee problems with reduced turnover
- Recognize employee’s job performance (improved productivity, quality, cost, and delivery)
- Improve the culture of their workforce (attendance, attitudes, morale, motivation, teamwork)
- Provide positive reinforcement, fostering a positive work environment

These skills are transferable within the company, industry and are highly desirable by any manufacturer.



## Training Agenda:

### FIRST SESSION—3 hours

- Review the 5 needs of good supervisors
- Foundations for good relations - treat people as individuals
- Define what a “Problem” is
- Introduce the Four Step Method for good Job Relations

### SECOND SESSION—3 hours

- Review 4-Step Method for how to handle a problem
- Case Study to practice the 4-Step Method
- Class review of participants workplace problems

### THIRD SESSION—3 hours

- Review 4-Step Method
- Case Study to practice the 4-Step Method
- Class review of participants current workplace problems

### FOURTH SESSION—3 hours

- Case Study to practice the 4-Step Method
- Discuss the effect of change in the workplace
- Class review of participants current workplace problems

### FIFTH SESSION—3 hours

- Class review of participants current workplace problems
- Review of the Job Relations Card
- Review of how to get opinions and feelings
- How to get acceptance of the method
- Discuss supervisor’s other relationships
- Create conviction for using the JR method in their everyday work