

JOB INSTRUCTION TRAINING (JI)

Session 1: 2 hours

- Explain the 5 needs of good supervisors
 - Knowledge of the Work
 - Knowledge of Responsibilities
 - Skill in Leading People
 - Skill in Improving Methods
 - Skill in Instructing
- Importance of JI training to production and safety
- Ability to train others is a personal asset
- Fire Underwriters Knot Demonstrations
 - Faulty - Showing Alone and Telling Alone
 - Correct - JI Instruction Method
- Introduce the 4-Step Method for Correct Instruction:
 1. Prepare the Worker
 2. Present the Operation
 3. Try-out Performance
 4. Follow up.

Session 2: 2 hours

- Two participant instruction demonstrations from their workplace.
- Class review of how they applied the four step method to reinforce class learning
- Class practice on how to make Job Breakdowns for training purposes
- The four things a trainer must do to “get ready” to train others:
 1. Make a Timetable
 2. Break down the Job
 3. Get everything ready
 4. Arrange the worksite.

Session 3: 2 hours

- Teach class how to construct and use a Training Timetable.
- Three participant instruction demonstrations from their workplace.
- Class review of how they applied the four step method to reinforce class learning

Session 4: 2 hours

- Four participant instruction demonstrations from their workplace.
- Class review of how they applied the four step method to reinforce class learning

Session 5: 2 hours

- Remaining participant workplace instruction demonstrations facilitated to be correct
- Importance to start using good Job Instruction “right away” to production and safety.
- Create conviction for using the Job Instruction Plan on a continuing basis.

JOB RELATIONS TRAINING (JR)

Session 1: 2 hours

- Review the 5 needs of good supervisors
 - Knowledge of the Work
 - Knowledge of Responsibilities
 - Skill in Instructing
 - Skill in Improving Methods
 - Skill in Leading People
- A supervisor gets results through people
- Foundations for good relations - treat people as individuals
- Develop the "Individual" Chart
- Define what a "Problem" is
- Introduce the Four Step Method for good Job Relations:
 1. Get the Facts
 2. Weigh and Decide
 3. Take Action
 4. Check Results.
- Learn how and why problems come up when they do

Session 2: 2 hours

- Review 4-Step Method for how to handle a problem
- Case Study to practice the 4-Step Method
- The need to include opinions and feelings of people as facts
- Class review of two participants workplace problems
- Class review of how they applied the four step method to reinforce learning

Session 3: 2 hours

- Review 4-Step Method
- Case Study to practice the 4-Step Method
- Class review of three participants current workplace problems
- Class review of how they applied the four step method to reinforce class learning

Session 4: 2 hours

- Case Study to practice the 4-Step Method
- Discuss the effect of change in the workplace
- Class review of three participants current workplace problems
- Class review of how they applied the four step method to reinforce class learning

Session 5: 2 hours

- Class review of remaining participants current workplace problems
- Class review of how they applied the four step method to reinforce class learning
- 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 every day work.