



*Empower your frontline leaders*

## **An Introduction to TWI Training & Coaching for Leaders & Supervisors**

# **LUNCH & LEARN**

*August 30th @ 11:30 am*

*1615 W. Jefferson St. Joliet, IL 60435*



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### **Job Instruction (JI)**

Develops process stability by developing the “one best way” to do a job, and creates a solid training foundation for improvement programs.

Teaches supervisors how to quickly train employees to do a job correctly, safely, and conscientiously. The objective of the course is to help supervisors develop a well-trained workforce: have less scrap, rework, and rejects; have fewer accidents; have less tool and equipment damage. The method emphasizes preparing the operator to learn, giving a proper demonstration while identifying the Important Steps and the Key Points of the job, having the operator perform a trial run, and tapering off coaching while continuing to follow up.

### **Job Relations (JR)**

Teaches supervisors how to handle relationship issues with a people-centric view and prevent them from happening.

Teaches supervisors how to build positive employee relations, increase cooperation and motivation, and effectively resolve conflicts. The course emphasizes that people must be treated as individuals to provide a foundation for developing and maintaining good relations to prevent problems from arising. It also teaches supervisors to handle problems that do arise by gathering and weighing facts before taking action, and then to check results to evaluate whether the action helped production.



815.744.3884



training@trma.org



www.trma.org