



## Solutions in Workforce

*How do you build an effective  
and supportive workforce  
environment?*

*How do you engage your  
workforce to achieve a high-  
performance environment?*

# Training Within Industry Job Instruction

The Job Relations module prepares supervisors how to build positive employee relations, increase cooperation and motivation, and effectively resolve conflicts.

### LEADERSHIP PREPARATION

An IMEC Certified TWI Facilitator will spend time with the company's leadership to help prepare the expectations for TWI implementation. In this time, we will work to clarify the project objectives, determine the role of leadership's support and set expectations for sustaining benefits.

The long-term success of any project implementation will be dependant upon active management support and participation. To that end, the leadership will be asked to provide the following during the course of the project:

- Access to the facilities and personnel,
- Commitment to adhere to the project schedule and to dedicate the team participants time during the project events.

Failure to provide access in a timely manner or to adhere to the project schedule will potentially jeopardize project timelines and could negatively affect project success.

### HANDS-ON TRAINING

The training illustrates 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 or obtained the overall goal.

Job Relations is delivered in five two hour sessions, typically five consecutive days, for up to 10 participants, all supervisors (manager, team, cell, group leaders etc.). In the first session, the trainer presents a real-world problem that everyone can easily relate to and explains the poor ways in which these problems are usually handled in the workplace. The TWI "4-Step Method" is introduced to show how supervisors can handle such problems more effectively to gain better results. The first two sessions focus on learning the methods. The remaining course time is given to participant presentations of actual and current problems participants handle by applying the TWI 4-Step Method. Unlike many other training programs, the TWI "learn by doing" methodology requires participants to put what they learned in class immediately to use in the workplace. Creating and sustaining an atmosphere of continuous improvement requires a substantial commitment to cultural change.

### 30-DAY REVIEWS

IMEC's TWI coach will meet with leadership and supervisors to assess progress and help sustain learning. During the follow-up assessment, we will discuss your obstacles to success, help direct you towards solutions and modifications to overcome challenges and modify implementation plans.

Benefits of TWI-JR

- Improved morale and motivation of employees
- Improved relations between supervisors and employees
- Reduced absenteeism and turnover
- More confident, skilled and motivated supervisory staff



For more information, contact IMEC at 888-806-4632 or [info@imec.org](mailto:info@imec.org).

**TWI can add dollars your bottom line.** IMEC has worked with many companies that have reported on impacts that resulted from the use of these powerful tools. Over the 10 years IMEC has provided this service, the following average reported impacts have been realized:

- \$250k new or retained sales
- \$451K new investment
- \$293K cost savings
- 6 new or retained employees



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