

## JOB RELATIONS TRAINING

**Building positive employee relations, increasing cooperation & motivation, and effectively resolving conflict**



Job Relations teaches the foundations of positive employee relations. Developing and maintaining good relationships is paramount to earn loyalty and cooperation.

When problems do arise, Job Relations teaches a proven method of getting the facts, weighing options, deciding, taking action, and checking results.

Job Relations (JR) is part of the Training Within Industry program effectively used for 80+ years.

### HOW WE HELP

#### 10 Hour Job Relations (JR) Training Course

Job Relations training teaches supervisors how to handle problems, how to prevent them from occurring, and – most importantly – it aids in developing a logical, common sense approach to handling issues with a people-centric view.

The core elements of the program lay the groundwork for consensus building and individual problem solving. This program can smooth a cultural shift to continuous improvement.

Benefits experienced when applying the Job Relations methodology are

- Increased productivity,
- Improved attendance,
- Better morale, and
- Higher employee retention rates.

Polaris MEP instructors are experienced manufacturers certified by the TWI Institute. The course can be taught in person, virtually or in a hybrid approach. Please see attached curriculum.

#### 4 Hours On-Site Coaching

Gain *Knowledge* through the 10-hour course, and then develop needed *Skills* as instructors coach you through a real-life people problem. Critical support while integrating JR into people systems.

Please contact us at [info@PolarisMEP.org](mailto:info@PolarisMEP.org) or 401-270-8896 to discuss scheduling Job Relations training and/or other continuous improvement programs.

*Leadership **can** be learned! Job Relations training gives first- and second-line supervisors proven ways to get results through people.*

## JOB RELATIONS (JR) TRAINING CURRICULUM

### 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.