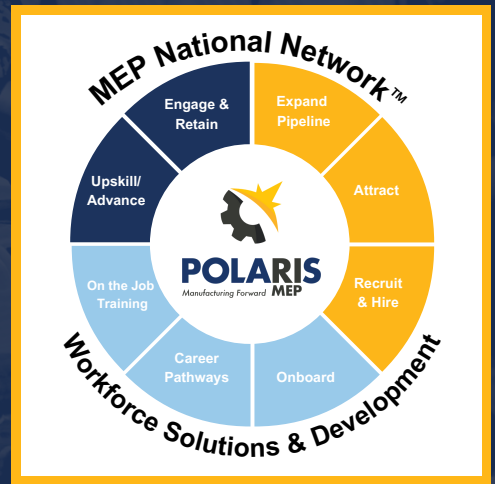


# JOB RELATIONS TRAINING

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



"I feel I can apply my information to the job immediately as we struggle with training and rely heavily on tribal knowledge. I enjoyed the different activities [broken] down & enjoyed Nathan's energy + positivity... We had so much fun!"

- Sarah Swanson, Accuform NMC

## HOW WE CAN HELP

Polaris MEP can help you become a Employer of Choice, while establishing and promoting a culture where employees at all levels will be empowered to ensure quality at the source of all operations. With continuous improvement tools and training in place, **your business will become more flexible, efficient, and competitive.**

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.

*Join other 10KSB Alums in a Job Relations training, which gives first- and second-line supervisors proven ways to get results through people.*

**10 Hour Job Relations (JR) Training Course : 1x/week for 5 weeks  
Tuesdays 2 pm - 4 pm ; September 10 - October 8, 2024**

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 curriculum on back.

*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.*



# JOB RELATIONS (JR) TRAINING CURRCULUM

## 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.

*RECOMMENDED : After the initial course, set your trainers up for success with on-site coaching. Polaris MEP's experts will support students as they implement a pilot project at their company.*