

Uncommon Supervisory Leadership

The Four Critical Skills for Any Supervisor



WHY OUR TRAINING WORKS

PROVEN: a study of 600 firms using our training methods showed measurable improvement in productivity, capacity and learning.

COACHING: regular phone calls that answer any questions and keep them practicing their new skills.

SIMPLE TO LEARN: our accelerated learning methods help everyone master the material faster.

SUPPORT: managers are involved in the 20-day follow-up program so they can stay on top of what their people have learned.

TO REGISTER FOR THE NEXT SESSION CALL (604) 866-1502

April 30 – May 4, 2012

Course Fee - \$1,150

Early Registration by Apr 16, 2012 just \$1,050

Five half days that will improve your supervisors... and improve your results

If you have given up seeing a return from training, you're not alone. You just haven't been our client yet. Our clients typically experience a return of 4:1 in the first year, based on savings from the projects done as part of the training process. Just as importantly, the supervisors we train report higher confidence and better skills.

We're so confident about our training that if you aren't satisfied, we'll refund your money.

Call our President, Hugh Alley, at (604) 866-1502 to learn about our free trial training offer.

DEALING WITH PEOPLE: a practical method to deal with poor performance while being fair and recognizing the individual situation.

INSTRUCTING: get people to learn new tasks so they do it right the first time using the "current best" method.

IMPROVING METHODS: Focus on many small improvements by people doing the work, so the "current best" method gets even better.

SETTING WORK PRIORITIES: The best structure for a supervisors day, and managing the constraint operation.

Course Details

MONDAY – 12:30 – 4:30

- Roles of a great supervisor
- Attitudes of a supervisor
- Understanding your own style in conflict
- Learn to see in the workplace

TUESDAY – 12:30 – 4:30

- The concept of waste
- How to improve work processes – a four-step process
- Two critical tools
- Four improvement strategies and when to use them

WEDNESDAY – 12:30 – 4:30

- How to instruct – a four-step process
- Why the purpose of the job matters
- Three key pieces of information to include in every job instruction
- Six key daily activities for every supervisor
- How to communicate work expectations

THURSDAY – 12:30 – 4:30

- How to address a performance issue – a four-step process
- Four key sources of information
- When to take action – and when not

FRIDAY – 8:00 – 12:00

- Communication skills – more than words
- Active Listening – how to hear better
- Probing
- Constructive Discipline

FOLLOW-UP COACHING

Participants will be given a 20-day program with 15 minutes of activity each day to reinforce the new skills, as well as three 20-minute phone-calls to review their progress and answer any questions during the 20 day period.

What our Participants and their Managers have said about this course ...

I walked in with no leadership skills and now I'm walking out with confidence that I could be a great leader. Thank you. – T.Z., Production Worker

She made changes to reduce labour by 20% in a highly repetitive task within 2 months.

I enjoyed the course and came away with more refined tools to use as a supervisor. – S.W., 15 year Shop Supervisor

He made changes worth \$35,000/year in his first month after the course.

I would recommend strongly anyone who is put into a supervisor position to take that course. It is really helpful. – A.S.L., Production Lead

He dealt with a too-talkative employee and increased the person's productivity by 50% in 2 months.

... passionately instructs you on ideas that work. Combining proven technology (Training Within Industry) and real world experience, First Line Training is a must for any worker that works as a supervisor. – P.R., Plant Manager –

Is now sending his people to the course.

I am very excited about the training he received. It has not only helped him but also myself with the structure you provide for the learning. – D.M., Principal

His production coordinator reduced defects by 50% within 2 months of the course.

Some of the companies that have used First Line Training programs

Canadian National Railway

Ledalite – A Philips

Company

Knelson Concentrators

Hansen Industries

TAG Hardware

Allied Blower & Sheet Metal

MidValley Rebar

ASI Plastics

JVR Food Packaging Solutions

Syspro Business Solutions

Westcan Industries

Aegis Industrial Finishers

Mainroad Lower Mainland

Contractors

Supreme International

Alco Ventures