

## Workshop: Job Relations in accordance with TWI

*Good relations in the work environment thanks to effective methods of dealing with conflicts*

### Target group

Managers, masters, foremen, and other employees that supervise or coordinate the work of others, especially on the operational level.

### Get the practical insight into solving problems and responding to challenges including:

- Early identification of problematic situations.
- Preventing problems with employees.
- Setting aims in relations with employees consciously.
- Logical approach towards solving problems in interpersonal relations.
- Selection of the best solutions in problematic situations.
- Implementation and monitoring of the effectiveness of the adopted solutions.

### Overview

The relations between the supervisor and his or her employees have influence on the work of the team and on motivation for continuous improvement. Job relations, according to the TWI (Training Within Industry) method, show how to prevent conflicts by applying the basis of good relations, and should conflicts arise, how to deal with them quickly and effectively. Solving problems that accompany interpersonal relations is based on 4 steps: collecting facts and opinions of people connected with the problem, considering possible actions, assessing their consequences, and implementing and monitoring the results.

### Benefits for the company

- **Familiarity** with methods of preventing problems connected with job relations.
- **Ability** to analyze problems in the company.
- **Specified** action procedures to apply in problematic situations.
- **Dealing with** existing problems skillfully.
- **Raising awareness** of the role of the supervisor in shaping job relations.

### Benefits for the participant

- **Understanding** the importance of job relations.
- **Ability** to identify potential interpersonal problems and prevent them.
- **Ability** to adopt a methodological approach to solving problems connected with job relations.

## AGENDA

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<b>Module 1</b>	9:00 – 10:30 (10:30 – 10:45 coffee break)	<ul style="list-style-type: none"> <li>▪ Employee vs. supervisor in a Lean environment</li> <li>▪ Problems of new and experienced supervisors</li> <li>▪ Definition of leadership</li> </ul>
<b>Module 2</b>	10:45 – 12:15	<ul style="list-style-type: none"> <li>▪ Bases for establishing good relations</li> <li>▪ Exercise: the „halo” effect</li> <li>▪ Problems in job relations</li> <li>▪ Discussing the 4-step method on an example</li> </ul>
12:15 – 13:00 Lunch		
<b>Module 3</b>	13:00 – 14:30 (14:30 – 14:45 coffee break)	<ul style="list-style-type: none"> <li>▪ A brief introduction to the production process</li> <li>▪ Exercise: while walking around the production hall, note down situations, processes, and tools which may cause conflicts in job relations</li> </ul>
<b>Module 4</b>	14:45 – 16:30	<ul style="list-style-type: none"> <li>▪ Presenting the results of the exercise. Discussion.</li> <li>▪ Exercise: applying the method for selected examples from the production hall</li> <li>▪ Ways in which problems manifest themselves</li> <li>▪ Workshop summary</li> </ul>