



Effective People Management Skills For Maintenance



Introduction:

This course will provide you with comprehensive training to develop skills to better manage workplace maintenance people. By attending, you will gain advice for the most effective methods to develop your people skills and how to use them to best support your staff. Better still, you will leave the training with practical skills for immediate use to feel more effective and confident to deal with any workplace and work crew situations. This course enhances the coping, supporting, development and management skills that maintenance key personnel need so that they can get the maintenance crew performing at its best.

Who Should Attend?

Operations Managers and Supervisors, Production Managers, Engineers and Supervisors, Maintenance Managers, Maintenance Engineers and Supervisors, Reliability Managers and Engineers, Asset Managers, HR Managers, OE Personnel

Course Objectives:

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By the end of this course delegates will be able to:

- Examine the causes of stress in maintenance activities
- Analyze how to build working relationships
- Identify early the skills and knowledge you must have in your maintenance crew
- Hear a number of different behavioral strategies you can implement immediately to develop rapport with maintenance people
- Realize the ways in which you can better support your team and encourage skill development in them
- Understand the concept of encouragement management and the benefit of developing these skills in you
- Consider how your thinking patterns may be impacting negatively on your abilities to interact with your maintenance crew and develop skills to overcome this
- Investigate common causes of maintenance problems and failures and the role people play in them
- Learn effective communication strategies to ensure your needs are being met in the workplace
- Discover how to be a more effective manager and support your people to be more effective

Course Outline:

Creating Top Performers and Building Top Teams

- Understand why it's all a matter of their competence and confidence
- Identify the potential top performers by listening to what they say and watching what they do
- Test new people to establish their abilities
- Recognize top performance so you can set the role models in place
- Appreciate why letting the team decide how they will do the job breeds long term success
- Action your peoples' improvement suggestions if you want to create belief and energy

'Goal-Post' Maintenance Management

- Recognizing human beings are naturally goal oriented and being careful not stifle maintenance people with wrong behavior and attitudes

- Implementing 'Goal Post' Management means giving maintainers a target to aim for
- Properly measure 'goals' with the key performance indicators that support right behavior and actions
- Asking for improvement – challenge the individual and group how to do better

Removing 'Unconscious Incompetence' in Tradesmen

- Learn why the most successful organizations are learning organizations
- Using maintenance procedures most effectively for building competence, setting work quality standards and causing task accuracy
- Instigate high potential development programs– develop an accuracy and precision mind-set in maintainers
- Use 'stretch projects' to create mentoring opportunities and training programs
- Become a manager who is a coach that grows your peoples' abilities and skills

Start Using Winning Communications with Maintenance People

- Understand how communication is fundamental to team work and what you must do when working with maintainers
- Identify the foundations of assertive language and how to structure your requests to get your needs met
- Understand the different conflict styles and identify your own personal style strengths and weaknesses
- Creating communication plans that include sound content and provide valuable feedback to your people and yourself

Developing, Finding and Keeping the Best People

- Develop the understanding as to why for maintainers it is not about the money
- Establishing a high performance culture and instigating the skills and self-directing attitudes that such a workplace requires
- Learn skills to manage your impulsive actions and ensure that you remain in control of your behavior
- Develop skills to better manage maintenance staff and crew through workplace changes
- Identify practical strategies you can implement in your operation to build a maintenance team of resilient and supportive individuals

Getting Input, Commitment and Belief from the Team

- Achieving high production output with people working in teams in a spirit of cooperation, support and mutual desire for excellence
- Develop personal growth opportunities and provide involvement in decision-making
- Become the leader that provides focus, direction and encouragement
- Working with Supervisors – their roles in winning operations and management teams
- Create opportunities for you and your people to become better at people skills, with business skills, and with engineering skills