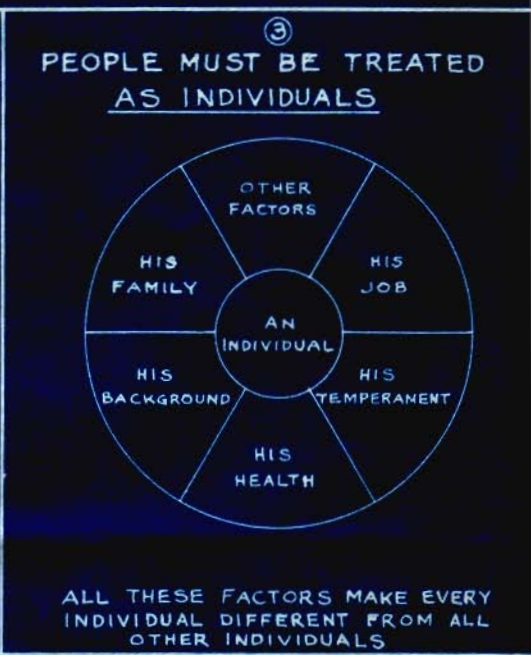
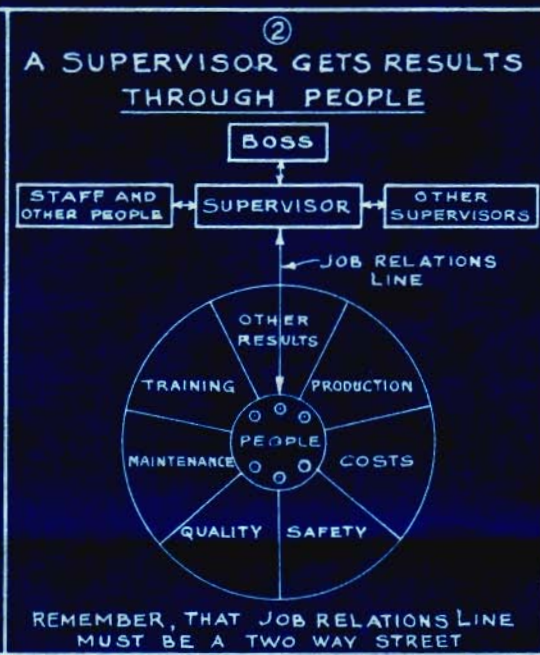
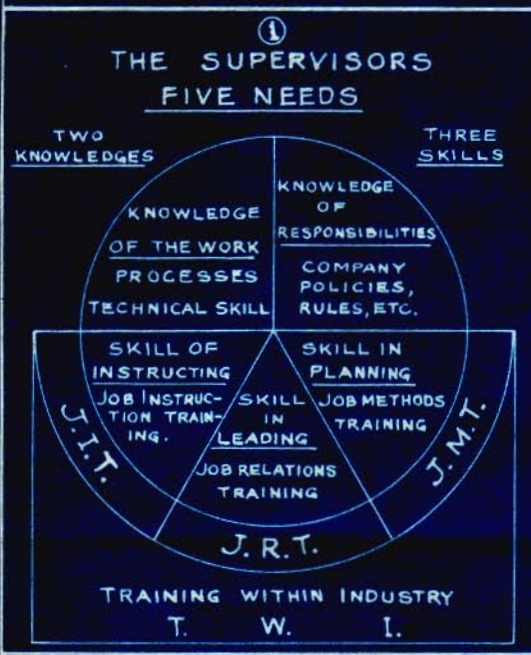


A REMINDER ON JOB RELATIONS TRAINING



④
FOUNDATIONS FOR GOOD RELATIONS

LET each worker know how he is getting along. Figure out what you expect of him. Point out ways to improve.

GIVE credit when due.
Look for extra or unusual performance.
Tell him while its "hot".

TELL people in advance about changes that will affect them.
Tell them why if possible.
Get them to accept the change.

MAKE the best of each person's ability.
Look for ability not now being used.
Never stand in a man's way.

⑤
HOW TO GET OPINIONS AND FEELINGS

DON'T argue.

ENCOURAGE him to talk about things that are important to him.

DON'T interrupt.

DON'T jump at conclusions.

DON'T do all the talking yourself.

LISTEN.

⑥
HOW TO HANDLE A PROBLEM

- GET THE FACTS
Review the record.
Find out what rules & plant customs apply.
Talk with individuals concerned.
Get opinions and feelings.
BE SURE YOU HAVE THE WHOLE STORY
- WEIGH AND DECIDE
Fit the facts together.
Consider their bearing on each other.
Check practices and policies.
What possible actions are there?
Consider effect on individual, group, and production.
DON'T JUMP AT CONCLUSIONS
- TAKE ACTION
Are you going to handle this yourself?
Do you need help in handling?
Should you refer this to your supervisor?
Watch the timing of your action.
DON'T PASS THE BUCK
- CHECK RESULTS
How soon will you follow up?
How often will you need to check?
Watch for changes in output attitudes and relationships.
DID YOUR ACTION HELP PRODUCTION?

⑦
HANDLING A PROBLEM
(Do you remember how we handled the Tom Problem?)

Just what is this Supervisor trying to accomplish?

Primary objective: To get Tom back to normal.
Overall objective: To get quality & production back to normal.

FACTS
Was a good worker.
Quality & quantity down.
Broke safety rule.
Careless
Warned before.
Talked back.
(Then the Supervisor used ⑤ above and found:)
Lost his girl
Felt nobody cared
Burrs on parts

WEIGH & DECIDE
Possible Actions:
Tell Tom he was sorry.
Ask Tom's help.
Check parts.
Report faulty parts.

⑧
WHAT DO YOU THINK YOU WILL GAIN FROM USING THIS METHOD?

MORE confidence in ability to handle people

BETTER standing with those you supervise.

BETTER standing with your boss.

FEWER headaches.

LESS criticism.

ORGANIZED plan to follow.