

SUPERVISOR CERTIFICATION PROGRAM

PROGRAM BEGINS TBD



The Supervisor Certification curriculum targets first-line supervisors with a 40 hour, comprehensive training of critical supervisory principles and practices. With a strong emphasis on continuous improvement, job instruction, employee relations, problem solving, and effective communication, the program delivers the interpersonal strategies to become a productive and respected supervisor.

Topic	Description
TWI - Job Instruction	Provides supervisors effective techniques to ensure employee tasks are performed correct and safe.
TWI - Job Relations	Teaches a proven method of getting facts, weighing options, deciding, taking action and checking results when handling employee problems and/or conflicts.
Safety	An overview for supervisors to engage employees in identifying potential hazards and eliminating them.
Lean Principles	Covers the fundamentals of Lean which includes: defining customer value, minimizing unnecessary costs, process flow and understanding customer demand.
Problem Solving Tools	Focuses on the problem solving techniques used in the DMAIC methodology (Define, Measure, Analyze, Improve and Control).
Effective Communication	Details the fundamentals skills for relaying information between two or more persons wherein the intended message is successfully delivered, received and understood.
Course Wrap-up	Recap on course topics, Q&A, issue of certification and next steps.

Earned Certification

- University of Texas at El Paso Supervisor Certification
- TMAC TWI - Job Instruction Certificate of Completion
- TMAC TWI - Job Relations Certificate of Completion

Get in touch!

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