



TWI: Training Within Industry

Course description: TWI is a dynamic program of hands-on learning and practice, teaching essential skills for supervisors, team leaders, and anyone who directs the work of others from all industries and vocations.

TWI teaches the skills of job instruction, methods improvement, and leadership. To support a continuous improvement, environment workers need to develop the skills represented in these three modules: JI, JM, and JR. By doing so, TWI provides an immediate return on investment for companies by utilizing the productive potential of their employees.

Course Approach

Supervisors not only learn a well-defined and easy-to-implement method for each skill, but bring in actual jobs from their own worksites in a “learn-by-doing” approach that is efficient and effective.

Small class sizes of 8 to 10 people are required.

- Job Relations
- Job Instruction
- Job Methods
- Job Safety

Program Description

Job Relations: *Building positive employee relations, increasing cooperation and motivation, and effectively resolving conflict.*

- Job Relations teaches the foundations of positive employee relations
- When problems do arise, JR teaches a proven method of getting the facts, weighing options, deciding, taking action, and checking results.

Job Instruction: *Quickly training employees to do a job correctly, safely, and conscientiously.*

- Attendees are taught how to effectively breakdown a job and deliver instruction for individual tasks.
- JI method teaches preparing the operator to learn, giving a proper demonstration from a breakdown, observing the operator perform the task, and tapering off coaching with proper follow-up.

Job Methods: Improving the way jobs are done for continual improvement.

- Participants are taught how to break down jobs into their constituent operations. Every detail is questioned in a systematic manner to generate ideas for improvement. New methods are developed by eliminating, combining, rearranging, and simplifying steps in the process.
- JM yields significant benefits including reduced cost through productivity gains, increased throughput, and reduced work in process.

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product
overview



Job Safety: *creating a safe workplace.*

- JS provides a framework for supervisors to engage employees in identifying potential hazards and eliminating them in conjunction with their training and knowledge in OSHA and EPA regulations.
- This program teaches supervisors a method to analyze the chain of events leading to accidents and hazardous situations.
- JS stresses that the relationship of the supervisor and employees plays a pivotal role in a safe and environmentally responsible workplace.

TWI Program Delivery

- TWI's Job Relations, Job Instruction and Job Methods programs are recommended for supervisors, team leaders and anyone that directs the work of others.
- All TWI programs follow the proven **four-step methodology** of ***Preparation, Presentation, Application*** and ***Testing*** that makes each program simple, straight-forward and easy to implement. Supervisors are given the opportunity to practice the four-step method and "learn by doing" in a confidential, low-stress, and highly supportive environment.

* Training material, handouts and certificate of completion are provided to all participants.

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