Training Within Industry

Description

The Training Within Industry (TWI) service was created by the United States Department of War, running from 1940 to 1945 within the War Manpower Commission [1]. Its main purpose was to provide consulting services to industries that were critical to the ramp up of the war machine for World War II to assure there were enough trained and skilled personnel necessary to meet the demands of the war. At the end of its 5 year service record, the TWI program has instructed over 1.6 million workers in 16,500 US plants.

The TWI training program is complementary with Ceptara's Lean and Six Sigma courses. It emphasizes the importance of standard work, skilled people, strong mentors and leaders, and a continuous improvement minded culture. Traditionally, TWI was made up of three courses, Job Instruction, Job Relations and Job Methods. Ceptara developed and delivers training for Job Instruction and Job Relations. Over the years, Job Methods has evolved into many Lean and Six Sigma practices. Ceptara offers the Lean Six Sigma Yellow Belt program [1] as a superset of the techniques covered in the TWI - Job Methods course.

Overview

Course Name	***Contact Hours***
TWI - Job Instruction	12
TWI - Job Relations	12

TWI Job Instruction

The Job Instruction course focuses on preparing participants to instruct personnel in executing their assigned jobs effectively, as fast as possible. The course includes; how to break down jobs into closely defined steps, and then through defined exercises, show an ‘in-experienced’ worker the procedure while explaining the key concepts and points, methods for coaching the worker as they perform the steps, and finally explain methods for assuring the newly trained worker can perform the job effectively on their own. This course emphasizes the credo “If the worker hasn’t learned, the instructor hasn’t taught.”

Learning Objectives

1. Learn the importance of training in a production environment.
2. Understand the Supervisor’s five needs.
3. Learn and improve the participant’s ability to instruct.
4. Learn how to break down a ‘job’ into steps
5. Learn how to show, explain and coach job steps

Knowledge Areas Covered

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- Training as a personal asset
- Standard Work
- Effective Instruction
- Four basic steps in How to Instruct
- Putting the four basic steps in action

Course Cap: 12 participants

Entrance Requirements: None

Reference Material: TWI Job Instruction Student Handbook

TWI Job Relations

The Job Relations course is designed to help supervisor's build leadership skills to create better relationships with their teams. The course describes the foundations for good employee relations and illustrates (through exercises) the benefits and potential problems. A standardized method is provided and practiced for managing employee relations problems, not through standard answers, but via a method for identifying underlying issues and making recommendations for positive behavioral adjustments.

Learning Objectives

1. Learn the importance of good supervisor / employee relationships.
2. Understand the Supervisor's five needs.
3. Learn and understand the foundations for good relations.
4. Learn and practice the 4 steps for handling employee relations issues.

Knowledge Areas Covered

- Foundations for good relations.
- Managing difficult employee situations.
- Change and their impact on employee behaviors.
- Productive conversations.

Course Cap: 12 participants

Entrance Requirements: None

Reference Material: TWI Job Relation Student Handbook

Sign Up

Ceptara provides these courses to organizations as part of their internal training programs or as a standalone one-time program. Learn more and Request a FREE Quote... [2]

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