



# TRAINING SKILLS FOR THE FRONT-LINE SUPERVISOR:

WHAT TO DO WHEN THE TEAM  
LEADER IS THE TRAINER

a workshop by

Robert H. (Bob) Kent, Ph.D.

## Purpose

The accelerating pace of change in manufacturing has created a pressing need for organizations to be able to teach job skills, quickly and effectively to their employees. Typically the front-line supervisor or team leader carries out this important function. In this clinic, the participants learn how to organize and successfully deliver training to their employees, including hands-on skills for teaching job tasks. Clinic topics include:

- ◆ Trainings impact on motivation and productivity
- ◆ The Psychology of adult learning and implications
- ◆ Diagnosing performance problems
- ◆ Diagnosing training needs
- ◆ New Employee Orientation: day 1 & week 1
- ◆ When to train and in what amounts, increments, schedule etc.
- ◆ Training Format: on-the-job training, vestibule training and classroom training
- ◆ Training aids for the learner
- ◆ Training result assessment
- ◆ The JIT (4 Step) technique
- ◆ Cross-training and a skills matrix
- ◆ When training isn't the answer

## Benefits of this Clinic for the Participant's Organization

- ◆ Ensures that all employees receive proper skill training in a consistent and effective manner.
- ◆ Increases the confidence of supervisors and team leaders to train.
- ◆ Eliminates a common cause of performance problems.
- ◆ Improves workplace safety and management's control over safe practices.
- ◆ Improves employee morale.
- ◆ Reduces the costs resulting from accidents, wastage, employee mistakes, low morale, damage and maintenance down time, workers compensation and other medical claims, re-work of poor quality work, failure to meet production schedules, etc.

## A Key Topic for Supervisor Development

**Training Skills for the Front-Line Supervisor** is an excellent clinic to teach your supervisors and team leaders some simple techniques for making sure that their employees are taught job skills in a consistent, timesaving way. Managers can more confidently delegate training to their supervisors when they know that the supervisors are managing the training process effectively. The concepts and techniques presented will improve employee morale and lead to better efficiencies and fewer performance errors.

This powerful and highly practical program can become part of your management or supervisor development initiatives or a special part of an annual meeting or convention. Use this six-hour clinic as a customized **in-house** presentation for all your management, so that the whole management team can begin to practise a consistent, effective and straightforward approach to teaching job skills to employees.

## Presenter's Background

Robert H. (Bob) Kent, MBA, Ph.D.



Dr. Kent is a specialist in the structure and management of small and medium-sized organizations, and frequently serves as a personal coach and management consultant to executives for solving their management and employee performance problems. In addition to leading his consulting company founded in 1978, Bob has held senior management and executive positions in both government and private corporations, and has been a Human Resource Manager and Manager of Training and Organizational Development for several large and medium-sized businesses.

Since 1972 he has lectured in management at several Canadian universities in the faculties of Management, Administrative Studies, Medicine and Continuing Education where he has been an award winner for excellence in teaching and professional expertise.

Bob has degrees in Mathematics, Business Administration and Computer Science and a Ph.D. degree in Management and Organizational Behavior. He was President of the Institute of Certified Management Consultants of Manitoba; and a Director of several national organizations including the Canadian Association of Management Consultants, Scouts Canada and the Canadian Association of Farm Advisors.

As well, Bob is a frequent speaker at seminars and conferences, and the author of over 120 published articles as well as several texts, videos and software applications on management, supervision, executive development and organizational change. Bob's fifth text, *The Principles of Managing People* was published in the Spring of 2004.

As both an author and speaker, Bob is noted for his jargon-free, practical approach to management. Participants at workshops and conferences regularly praise Bob for both his humour, and his ability to clarify concepts and offer workable, field-tested solutions to everyday problems faced by organizational leaders.

A selection of organizations that Bob has served as a workshop leader and conference speaker:

- ◆ Administrative Management Society
- ◆ Alliance of Canadian Travel Association
- ◆ Association of Public Sector Information Professionals
- ◆ Canadian Association of Medical Radiation Technologists
- ◆ Canadian Association of Social Work Administrators in Health Facilities
- ◆ Canadian Heavy Duty Distributors Association
- ◆ Canadian Institute of Management
- ◆ Canadian Public Personnel Management Association
- ◆ Canadian Records Management Conference
- ◆ Communications Canada
- ◆ Financial Executives Institute
- ◆ Garment Rentals Association
- ◆ Investors Group
- ◆ Manitoba Credit Unions
- ◆ Manitoba Electrical League
- ◆ Manitoba Health Organization
- ◆ Manitoba Lodges and Outfitters Association
- ◆ Manitoba Production Days, Manitoba Potato Farmers
- ◆ Manitoba Restaurant and Foodservice Association
- ◆ Manitoba Seed Growers Association
- ◆ Manitoba Society of Health Care Volunteers
- ◆ Manitoba Trucking Association
- ◆ Medical Group Management Association of Canada
- ◆ Public Service Commission of Canada
- ◆ Purchasing Management Association of Canada
- ◆ The Canadian Broom, Brush, and Mop Manufacturers' Association
- ◆ The Canadian Payroll Association
- ◆ The Canadian Society of Club Managers
- ◆ The Institute of Association Executives
- ◆ The Institute of Internal Auditors
- ◆ The Public Service Commission of Canada
- ◆ The Toronto Dominion Bank
- ◆ The University of Manitoba
- ◆ The Young Presidents Association
- ◆ Transport Canada
- ◆ Venture Corporation of Brandon and District
- ◆ Victoria General Hospital
- ◆ Winnipeg Real Estate Board
- ◆ Winnipeg Sales & Marketing Executives

## For fee schedule and available dates:

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