

Effective People Management Skills for Maintenance Crews

How to work with Maintenance Crews to get the most value and productivity

In the end it's the people 'on the shop floor' who have the task of making the products and keeping the machines going which produce the goods that your business sells. If you have people problems in the wrong places and the wrong times, if they are under trained and under motivated, then you will not turn the profits that the operation is capable of delivering. You may even have a disaster on your hands with your people destroying economic value faster than they make it.

How to go about getting the very best performance from maintenance people, developing great attitudes, motivating them to continually strive to improve themselves and their work is what you will learn in this one-day workshop.

- Do you have the skills to effectively manage and support the people who look after your plant and equipment?
- Are you able to identify problem triggers and early warning signs?
- Do you have a deep understanding of what drives your maintenance people?
- Can you effectively utilise people management skills and your experiences to communicate powerfully with your maintenance crew?
- Are you effectively improving and developing the important capabilities of the people in your crew?

The **Effective People Management Skills for Maintenance** training enhances the coping, supporting, development and management skills that your maintenance people need from you so that you can get your maintenance crew performing at its best and keep it there.

Who should attend?

All Line Managers, Engineers, Supervisors and Executives with job titles including:

- Operations Manager and Operations Supervisor
- Production Manager, Production Engineer and Production Supervisor
- Maintenance Manager, Maintenance Engineer and Maintenance Supervisor
- Reliability Manager and Reliability Engineer
- Asset Manager
- HR Manager

ABOUT THE COURSE

Effective People Management Skills for Maintenance will provide you with hands-on training to develop skills to better manage workplace maintenance people. By attending, you will gain advice for the most effective methods to develop your people skills and how to use them to best support your staff. Better still, you will leave the training with practical skills for immediate use to feel more effective and confident to deal with any workplace and work crew situations.

There is no need to feel that you can't cope or to allow yourself to be overwhelmed with disorder and stress in maintenance. Developing skills in people management for maintenance will allow you to feel more capable and ready to take on anything that happens in your day. For practical

advice and helpful information to apply at your business, attend **Effective People Management Skills for Maintenance!**

EXAMINE the causes of stress in maintenance activities
ANALYSE how to build working relationships
IDENTIFY early the skills and knowledge you must have in your maintenance crew
HEAR a number of different behavioural strategies you can implement immediately to develop rapport with maintenance people
REALISE the ways in which you can better support your team and encourage skill development in them
UNDERSTAND the concept of encouragement management and the benefit of developing these skills in you
CONSIDER how your thinking patterns may be impacting negatively on your abilities to interact with your maintenance crew and develop skills to overcome this
INVESTIGATE common causes of maintenance problems and failures and the role people play in them
LEARN effective communication strategies to ensure your needs are being met in the workplace
DISCOVER how to be a more effective manager and support your people to be more effective

YOUR COURSE DIRECTOR

Mike Sondalini

During his industrial working career Mike managed multi-disciplinary maintenance teams and capital project crews at the Swan Brewery and at Coogee Industrial Chemicals. His hands-on style with maintainers was complimented with good management methods and practices that allowed him to develop his people into high performance teams.

In engineering and maintenance since 1974, Mike's career began with a trade apprenticeship, eventually becoming a professional engineer. His career experiences extend across original equipment manufacturing, beverage production, steel fabrication, industrial chemical manufacturing, quality management, project management, lean manufacturing, industrial asset management and industrial training. He is now a consultant and trainer in Industrial Asset Management, Maintenance Management, Quality Management Systems and Lean Manufacturing providing training in maintenance, reliability, Lean Six Sigma and quality work practices that assist organisations improve equipment reliability. He is a reputed publisher of numerous online technical white papers and training materials that are widely sought after by maintenance professionals and trainers. He helps companies build sound business risk management practices, introduce world-class lean practices, develop reliable enterprise asset management systems and instill the precision maintenance skills needed to continually improve plant uptime.

THE COURSE COVERAGE

Creating Top Performers and Building Top Teams

- Understand why it's all a matter of their competence and confidence
- Identify the potential top performers by listening to what they say and watching what they do
- Test new people to establish their abilities
- Recognise top performance so you can to set the role models in place
- Appreciate why letting the team decide how they will do the job breeds long term success
- Action your peoples' improvement suggestions if you want to create belief and energy

'Goal-Post' Maintenance Management

- Recognising human beings are naturally goal oriented and being careful not stifle maintenance people with wrong behavior and attitudes
- Implementing 'Goal Post' Management means giving maintainers a target to aim for
- Properly measure 'goals' with the key performance indicators that support right behavior and actions
- Asking for improvement – challenge the individual and group how to do better

Removing 'Unconscious Incompetence' in Tradesmen

- Learn why the most successful organisations are learning organisations
- Using maintenance procedures most effectively for building competence, setting work quality standards and causing task accuracy
- Instigate high potential development programs– develop an accuracy and precision mind-set in maintainers
- Use 'stretch projects' to create mentoring opportunities and training programs
- Become a manager who is a coach that grows your peoples' abilities and skills

Start Using Winning Communications with Maintenance People

- Understand how communication is fundamental to team work and what you must do when working with maintainers
- Identify the foundations of assertive language and how to structure your requests to get your needs met
- Understand the different conflict styles and identify your own personal style strengths and weaknesses
- Creating communication plans that include sound content and provide valuable feedback to your people and yourself

Developing, Finding and Keeping the Best People

- Develop the understanding as to why for maintainers it is not about the money
- Establishing a high performance culture and instigating the skills and self-directing attitudes that such a workplace requires
- Learn skills to manage your impulsive actions and ensure that you remain in control of your behaviour
- Develop skills to better manage maintenance staff and crew through workplace changes
- Identify practical strategies you can implement in your operation to build a maintenance team of resilient and supportive individuals

Getting Input, Commitment and Belief from the Team

- Achieving high production output with people working in teams in a spirit of cooperation, support and mutual desire for excellence
- Develop personal growth opportunities and provide involvement in decision-making
- Become the leader that provides focus, direction and encouragement
- Working with Supervisors – their roles in winning operations and management teams
- Create opportunities for you and your people to become better at people skills, with business skills, and with engineering skills

Close Of Training Course