Effective People Management Skills for Maintenance Crews
How to work with Maintenance Crews to get the most value and productivity

THE COURSE CONTENT

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

End of Training Course

Get the Maintenance Team Management PPT at the Lifetime Reliability Solutions online store