

JOB RELATIONS (JR)

Building positive employee relations, increasing cooperation and motivation, and effectively resolving conflict

Outcome: Participants (maximum 10 per group) will be able to strengthen relationships through habits centred on the Four Foundations of Good Relations. When people problems do arise, they will be able to handle them effectively and efficiently via the JR 4-step method.

PURPOSE AND EMPHASIS OF EACH SESSION

Session	Objective	Emphasis
1	<p>Establish the fact that every day job relationships are one of the most important parts of the supervisor's job.</p> <p>Present the Foundations for Good Relations.</p> <p>Establish a 4-step method for meeting job relations situations.</p>	<p>A supervisor gets results through people.</p> <p>People must be treated as individuals.</p> <p>Good supervision prevents many problems, but the supervisor must know how to handle those that do arise.</p>
2	<p>Develop skill in step 1, 'Get the facts'.</p> <p>Give the group practice on step 1 through emphasis on this step in a problem presented by the trainer, and to give members of the group practice in looking at the 4-step method in two problems brought by participants.</p>	<p>Complete facts must be known or obtained.</p> <p>Opinions and feelings must be found out and considered along with facts.</p> <p>It is necessary to look at an individual because people are not alike.</p>
3	<p>Develop skill in step 2, 'Weigh and Decide.'</p> <p>Give the group practice on step 2 through emphasis on this step in a problem presented by the trainer and to give members of the group practice in looking at the 4-step method in three problems brought in by participants.</p>	<p>Decisions are made on the basis of facts properly evaluated and related.</p>

Session	Objective	Emphasis
4	<p>Establish the importance of step 3 and 4, 'Take Action' and 'Check Results.'</p> <p>Give the group practice on step 3 and 4 through emphasis on these steps in a problem presented by the trainer and to give members of the group practice in looking at the 4-step method in three problems brought in by participants.</p>	<p>The supervisor must know his or her responsibility.</p> <p>He or she must watch the timing of their action and follow-up and watch for effect on the objective, on the individual, on the group, and on production.</p>
5	<p>Give members of the group practice in looking at the 4-step method in two problems brought in by participants.</p> <p>Review and summarise foundations, 4-step method, and tips for getting opinions and feelings.</p> <p>Consider the other working relationships of the supervisor – to other operating departments, to staff departments, and to one's boss.</p>	<p>Further develop the habit of using the complete method.</p> <p>Point out application of the method to supervisor's other relationships.</p> <p>A supervisor gets results through people.</p>