

JOB RELATIONS

A Supervisor Gets Results through People

FOUNDATION FOR GOOD RELATIONS:

Let each person know how they are getting along

- Figure out what you can expect from them
- Point out ways to improve

Give credit where credit is due

- Look for extra or unusual performance
- Tell them while "it's hot"

Tell people in advance about changes that will affect them

- Tell them WHY, if possible
- Get them to accept the change

Make the best use of each person's ability

- Look for ability not now being used
- Never stand in a person's way

People Must Be Treated As Individuals

Training Within Industry
Job Relations Training

TWI @ IBM

"Innovation in Action"

KEEP THIS CARD HANDY

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TWI Job Relations Card

Size: Large

Paper:
**Green Card
Stock**
Staples #: 490886

Card Final
Cut Size:
3.250" x 5.250"

Laminating
Pocket Size:
3 1/2" x 5 1/2"
Staples #: 489534

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Jeff Maling
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How to Handle a Job Relations Problem

DETERMINE OBJECTIVE

Step 1 - GET THE FACTS

- Review the record
- Find out what rules and plant customs apply
- Talk with individuals concerned
- Get opinions and feelings

Be sure you have the whole story.

Step 2 - WEIGH AND DECIDE

- Fit the facts together
- Consider their bearing on each other
- What possible actions are there?
- Check practices and policies
- Consider objective and affect on individual, group and production

Don't jump to conclusions.

Step 3 - TAKE ACTION

- Are you going to handle this yourself?
- Do you need help in handling?
- Should you refer this to your supervisor?
- Watch the timing of your actions

Don't pass the buck.

Step 4 - CHECK RESULTS

- How soon will you follow up?
- How often will you need to check?
- Watch for changes in output, attitudes and relationships

Did your actions help production?

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