

Front Line Skill Development Best Practice

2 Day in house Training Workshop

"Building skills to release the full potential of the operation"



Skill shortages can be a significant inhibitor to organisational growth and operational improvement.

This course is designed to help organisations to adopt industry leading best practices overcome the barriers to effective in house skill development and make better use of the skills they have. That also provides the vehicle to:

- Improve workforce flexibility
- Speed up skill development
- Reduce human errors
- Resolve skill gaps
- Free up specialist resource
- Enhance the capture and transfer of lessons learned

The ultimate goal of front line skill development is to develop the capability of each shift team and work group to complete the routine work without error. To achieve that state of grace, they also need to be able to respond to issues as they arise, share lessons learned and work together to resolve recurring problems. The outcome is the release of management and specialist time to focus on higher value activities. The course content covers best practices for

- Task effectiveness
 - Including the use of standards to accelerate learning
- Learning Plan design
 - At Asset and individual levels
- Training and compliance feedback
 - Including methods improvement and standardisation
- Systemise and sustain routines
 - Including spaced learning and review protocols

The course includes a systematic review of existing processes and work routines to surface barriers and identify actions to resolve them.

Training Workshop

Course Title **Front Line Skill Development Best Practice**

Location: In House

Cost: £3000 + VAT for up to 10 delegates. Costs include all course materials and course leader expenses.

Why attend?

Through the course, delegates will learn to:

- **Recognise** common barriers to skill development and how to overcome them
- **Understand** how to evaluate task and team level competence
- **Know how to** create practical learning pathways and training plans to systematically build front line team competencies
- **Be able to** Organise skill development processes that support shared learning and progress towards work routines that are easy to do right, difficult to do wrong and simple to learn.

Who should attend?

- ⇒ Trainers,
- ⇒ Subject matter experts and Industrial Engineers,
- ⇒ Production Managers, Supervisors and Team Leaders,
- ⇒ Change agents,
- ⇒ It is also relevant for Anyone with direct reports who wants to make best use of skills and develop the potential of their team.

DAY 1

Introduction

- ⇒ How to measure skill development process value,
 - Common skill development barriers and how to avoid them.

Task effectiveness

- ⇒ What needs to be achieved in the fewest steps with least impact on other activities.
 - Basic transformations and whole tasks,
 - Task Visualisation,
 - Task design and motivation,
 - First review checklist (What does good look like?),
 - Assess current task hot spot.

Learning plan design

- ⇒ Communicating what is needed and the steps to develop capabilities to complete the task when required
 - Task categorisation (Core, intermediate and specialist),
 - Team skills profile,
 - Integrating tasks into workflow
 - Workplace organisation
 - Learning Plan design
 - Second review checklist (What does good look like?)
 - Assess current learning process

DAY 2

Introduction

Training and Compliance

- ⇒ Establishing the new task as part of the routine.
 - Training programme design,
 - Training process,
 - Train the trainer and assessor,
 - Training steps 1&2,
 - Confirm competence,
 - Confirming compliance,
 - Refining work routines,
 - Third review checklist (What does good look like).
- ⇒ Assess current training process.

Systemise and Sustain routines

- ⇒ Learning from experience to refine the work routine and systematically raise standards.
 - Raising front line team capability,
 - Learning and the wiring up behind behaviours,
 - Learning and unlearning,
 - Reinforcing skills (Spaced learning),
 - New asset skill development steps
- ⇒ Assess skill development effectiveness
 - Identify gaps and drivers,
 - Prioritise task review list.

Developing a practical 90 day action plan

- ⇒ Developing a vision the team can get behind
- ⇒ Defining a realistic and achievable 12 month outcome
- ⇒ Quarterly workplace learning process design
- ⇒ Next steps

Review of the Workshop

- ⇒ Benefits, Concerns, Q&A

Course Leader

The workshop will be led by Dennis McCarthy.

Dennis has supported Total Productive Maintenance, Lean Thinking and Continuous improvement programmes ranging in size from small single site applications to company-wide multi-site transformation programmes in Europe, USA, India and China.



Training Workshop

<p>Course</p> <p>Front Line Skill Development Best Practice</p> <p>Date: as required</p> <p>Location: In House</p> <p>Timing</p> <p>9.00 to 17.00 Day 1 9.00 to 16.00 Day 2</p>	<p>Workshop Fees: £3000+VAT</p> <p>Workshop fees include printed material and course leader expenses.</p> <p>Full payment is required before places can be reserved. Cancellation charges apply.</p> <p>We regret that bookings cannot be accepted from consultants</p>																		
<p>Complete and return this booking form to DAK Consulting, Chiltern House, 45 Station Road, Henley on Thames, RG9 1AT</p> <p>Or contact Nadine Edmonds on Tel: +44(0)1491 845504</p> <p>Nadine.edmonds@dakconsulting.co.uk</p> <p>Payment can be made by:</p> <ol style="list-style-type: none"> 1. attaching a cheque made payable to "DAK Consulting" 2. requesting us to invoice your company against purchase order number: _____ 	<table border="1"> <tr><td>Name</td><td></td></tr> <tr><td>Position</td><td></td></tr> <tr><td>Company</td><td></td></tr> <tr><td>Address</td><td></td></tr> <tr><td>Post Code</td><td></td></tr> <tr><td>Telephone</td><td></td></tr> <tr><td>Facsimile</td><td></td></tr> <tr><td>Email</td><td></td></tr> <tr><td>Other requirements</td><td></td></tr> </table>	Name		Position		Company		Address		Post Code		Telephone		Facsimile		Email		Other requirements	
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