

Plant **PERFORMANCE** Package™ Curriculum



Course	Topic	Purpose
PERFORMANCE DEVELOPMENT	5+1 Needs of a Performance Leader	Safety & Security of the Team, Knowledge of Work, Knowledge of Responsibility, Skill in Instructing, Skill in Improving, Skill in Leading
	Why a job breakdown is necessary for effective training	Training consistency to drive standardization. Different shifts training differently leads to confusion & frustration.
	Preparing a job breakdown	Process understanding & standardization drives consistent behaviors, higher quality, and waste elimination.
	Training different learning styles	Supervisors who understand the different learning styles are more effective at developing successful teams.
	3 methods of instruction	Based on the understanding of learning styles, leaders learn to adapt and instruct more effectively.
	Preparing a prioritized training plan	Leaders can't do everything. They need to prioritize in order to focus their teams on doing & learning the right things.
	4 steps of preparing to instruct	Preparation is key to success. Without proper preparation, training often misses the mark.
	4 steps of job instruction	How to instruct & train effectively. If the learner isn't ready, they will not absorb the content. Instructor must follow four steps for highest success in retention.

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PERFORMANCE IMPROVEMENT	Eight forms of Lean waste	Learn to see waste around us. Leaders must learn to see waste & teach others to see it as well.
	Transportation	Every time WIP, parts, tools, pallets, or other materials are moved, there is potential for damage, loss, or wasted time & effort
	Inventory	Excess inventory of parts, tools, materials, etc. increases time wasted looking for the right thing that is needed now!
	Motion	Time spent moving that is not value-creating is wasted effort that does not help fulfill the customer's needs
	Waiting	Materials, people, and equipment that spend time waiting reduce overall effectiveness of the organization.
	Overprocessing	Doing more than is needed in a process leads to frustration,
	Overproduction	Making more product than is needed, ends up increasing inventory & costs, and creates wasted time searching for needed parts, tools, and materials.
	Defects	Defects are the result of poor materials, processes, & training. Develop understanding that outputs are a function of the inputs and processing.
	Under-Utilized talent	Leaders learn to identify available talent and match it with the waste identified above in order to solve and improve.
Five methods of Performance Improvement	Simple and practical set of questions to enable leaders to break down and improve processes with their teams.	

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PERFORMANCE IMPROVEMENT	Why	If we can't answer the question: "Why do we do this?", then we should eliminate the process, where possible.
	What	Asking the question "What should be done?" clarifies the specific action to be taken.
	Where	The question "Where & when should it be done?" enables the leader to determine how to best combine & rearrange the steps safely.
	When	
	Who	"Who should do it?" clarifies the roles & responsibilities of various people in the plant. Lack of clarity on this leads to confusion, frustration, and turnover.
	How	The question "How should it be done?" creates an opportunity for automation & simplification.
	4 Steps of Performance Improvement	Learn the 4 steps required to improve a process in an effective and sustainable way

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PERFORMANCE LEADERSHIP	Role of a Leader	A leader is anyone responsible for getting work done through others
	Responsibilities of a Leader	Defining the responsibilities of a leader
	Linking desired outputs with expectations	Learn to connect management wants with team expectations
	4 Foundations of Performance Leadership	Learn about 4 ways of strengthening your team's foundation in order to build a clearer path to success.
	Keep employees informed about performance	Understand why it is important to keep employees informed along the way how they are doing. No surprises!
	Give credit when due	Learn about the benefits of acknowledging success and achievement
	Inform in advance about changes	Minimize fear within your team through the building of trust
	Make best use of each person's abilities	Reduce turnover and improve employee satisfaction by recognizing and matching employee skills with output needs.
	Awareness of problems	Learn 4 ways you can become aware of problems that exist within your team
	Trust building	Understand why trust is so important between team members and management with employees. Establish a foundation of trust to deliver exceptional results.
	Communication styles	Understand the styles of sharing and receiving information, and the changing generational dynamics
	Stakeholder Analysis	Tool for evaluating stakeholder support and alignment towards a common goal. Identification of gaps and plan to address.
	4 steps of Performance Leadership	Putting it all together in a cohesive process for success!