



MVP BUSINESS SOLUTIONS



MVP Job Relations

MVP Job Instruction

MVP Job Methods

# MVP Job Relations

## IMPROVEMENT REQUIRES CHANGE

Positive employee relations are a critical factor for operating a successful business and even more critical when implementing new process and plans for improving performance. Job Relations teaches managers, team leaders and supervisors the skills needed to gain the cooperation of others, resolve conflicts and in general lead process improvement efforts. Key learnings focus on foundations for good employee relations to prevent problems from arising and a structured method to objectively solve problems when they arise by getting the facts, weighing options, deciding, taking action, and checking results. Every improvement requires change, and getting people to change is the most difficult challenge.

This course teaches a blueprinted process that adheres to a "Learn by Doing Discipline".



**WHO SHOULD ATTEND** Owners, Managers, Team Leaders, Team Members with responsibility for process and performance improvement

**COURSE OBJECTIVE** Provide leaders with the skills required to get people to embrace change on the path of continuous improvement

**COURSE LENGTH** 16 Hours of training delivered in two FULL days  
Day 1: 8:00 AM – 5:00 PM  
Day 2: 8:00 AM – 5:00 PM

**CLASS SIZE** Maximum of 10

- TOPICS COVERED**
- Essential leadership skills
  - Skills to improve and maintain relations with team members
  - Skills to deal with day to day challenges with personnel
  - Skills needed to quickly identify and solve personnel problems

**MINIMUM REQUIREMENTS** Any PPG or Nexa Autocolor™ customer is eligible to attend any MVP TWI for Collision course

I-CAR participants are eligible to receive **16:00 Credit Hours** for this course. Participants are eligible to receive **32 AMI credit hours** towards the Accredited Automotive Manager (AAM). Participants will receive a training manual, handouts, lunch, refreshments and a certificate of completion.

## TWI for Collision

### The Practical Application of Training Within Industry (TWI) for Collision Repair

It is common to hear leaders of an organization say, "People are our most valuable resource." In fact you'll find those exact words in the mission statement of many businesses. So, with people being a most important asset in building a more competitive business, why is so little being done to maximize their potential? The answer for most organizations lies in the fact that managers, supervisors and group leaders typically lack the training and practical skill set to help transform a good employee into an exceptional one.

That's the purpose behind MVP's set of three interrelated TWI for Collision training courses. Taken together, these skill building courses provide the training required to unlock the potential of any leader, formal or informal – in fact your entire organization.

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