

Turbo Leadership Systems™

The **TURBO** **Charger**

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To our clients and friends

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Keep the Change



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*Engaged
participation
is the key to
retention.*

Claude, head machine tender for a paper mill in northern Ontario, Canada, told Session 9B of the Leadership Development Lab (LDL):

“As the paper mill trainer, I finally had the chance two weeks ago to Turbo Charge someone with the Turbo 3-step on-the-job training process. To be honest with you, after the Turbo training at Session 6 of the LDL, I still wasn’t 100% sold on the idea of taking the time to go through all three steps when doing on-the-job training the way it had been taught and outlined in the LDL session.

Then I was asked to show someone how the Empac System, a maintenance computer program, works so that he could later train the employees in the paper mill how to use Empac system. He had missed the opportunity to be formally trained with Denis Gosselin, the official company rep who conducted classes for a number of us two weeks earlier. Since I had been formally trained by Denis two weeks earlier, I was asked to show him how to process a Work Request on the Empac System. I opened the system and it didn’t take me very long to figure out that I had forgotten most of my training. It was at this moment that I wished Denis had used Turbo’s 3-step on-the-job training engagement process. I’m sure I would have retained more of what I had learned if the training had been more hands-on with appropriate repetition.

After several minutes of struggling, the trainee and I were finally able to figure out together how to process a work request in Empac. After the fog had cleared, I made it a point to carefully train him again with the 3-step on-the-job training process so that he not only knew how to enter work orders in Empac, he also learned Turbo’s on-the-job training technique. I then insisted that he train people utilizing the same Turbo 3-step training method.

The lesson I learned from this experience is that the saying ‘To be a good doctor, you need to be a patient’ is true. The action I call you to take is to believe in and utilize Turbo’s 3-step on-the-job training process. It really works. The benefit you will gain is a more knowledgeable and empowered workforce. You will achieve your goals of improvements in safety, quality, and productivity, and you will be able to keep the change and sustain all of your gains.”

And what is the rest of the story? The #5 machine in this mill is running at an average production rate of almost 390 tons per day compared to 337 tons per day the previous twelve months. Soft skills, exercised with courage and confidence, something as simple as carefully training team members in how to use a computer program, can create amazing bottom line results.

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