

Fleet Maintenance Training Series

Fleet Maintenance Managers and Supervisors Seminar



Course length – one day

Prerequisites - None

Typical class size – 8 to 12 individuals

Instructors - one

Course Summary

Becoming a more effective leader is a tough assignment for any manager or supervisor in today's high paced work environment. This basic management skills seminar is intended for fleet maintenance managers and supervisors.

Fundamental management tasks like managing employees, setting priorities, working within budget guidelines, and delegating work are covered.

Administrative topics such as communication skills, time management, and customer care are covered as well. This seminar is designed to provide ideas and techniques that will enhance management skills and professional development for the new manager / supervisor and the tenured veteran alike.

Course Topics

Communication

- Proper phone skills
- Written, verbal, and non-verbal communication

Delegation

- Knowing what to delegate, and when
- Coaching and mentoring employees

Employee Development and Supervision

- Training
- Appraisals
- Setting expectations
- Measuring performance
- Motivators and de-motivators
- Discipline, consistent enforcement
- Inclusion / empowerment
- Employee satisfaction

Decision Making

- Analyze / evaluate the situation
- Asking the right questions
- Considering all the facts
- Getting input from others

Time Management

- Planning and scheduling
- Organizational skills
- Balancing personal and professional time
- Setting Priorities

Customer Care

- Analyze / understand customer needs
- Handling unhappy customers
- Meeting / exceeding expectations
- The 4 A's - Acknowledge, Appreciate, Affirm, and Assure

Policies, Standards & Principles

- Implementing and enforcing
- Creating new ones or redesigning existing ones

Course Deliverables

1. Techniques for effective communication
2. Time management techniques
3. Effective delegation
4. Systematic steps for decision making
5. Recruiting and interview techniques
6. Understanding and working with budgets
7. Working with KPIs (**K**ey **P**erformance **I**ndicators)
8. Methods for better customer satisfaction