

# COURSE DESCRIPTION: Maintenance Management Skills



Maintenance Management Skills teaches supervisors how to lead a world-class maintenance department using planning and scheduling best practices to drive work execution, and motivational and time-management techniques to improve maintenance worker productivity. The result is improved staff motivation, lower employee turnover, increased output and reduced waste of resources.

Participants will build an action plan for managing their human capital while developing an effective program for managing assets. Supervisors will learn how to leverage their personal supervisory style, apply time management techniques, run effective meetings and improve maintenance delivery. Explore how to make the transition from a technician to a supervisor and investigate common supervisory staffing issues like supervising friends, orienting new employees and delegating responsibility when necessary.

The course uses case studies, group discussion, reflection activities and exercises to help you apply what you learn to your work situation.

## Learn How to:

1. List the roles, goals and motivation of a Maintenance Supervisor
2. Describe maintenance management critical success factors:
  - a) Using planning and scheduling to drive work execution
  - b) Techniques to improve worker productivity
  - c) Managing meetings effectively
3. Practice techniques to effectively manage people:
  - a) Methods to handle problems with employees, vendors, coworkers
  - b) Decision making
  - c) Smart delegation
  - d) Supervisory staffing issues: orientation, discipline, supervising friends, and substance abuse issues
4. Build a management skills action plan:
  - a) Assess your supervisory style to identify strengths and areas for development
  - b) Apply time management techniques
  - c) List ways to control reactions and make good decisions in times of stress
  - d) Outline ways to make the change from technician to supervisor
5. Outline an effective program to manage your assets
  - a) Best practices for applying preventive maintenance, predictive and condition-based technologies
  - b) Guidelines for assessing your existing PM system and making improvements

## What our Students are Saying:

"I utilize LCE for all of my training and the training of my team. Every course I have taken at LCE rejuvenated my enthusiasm as well as provided key fundamentals that I was seeking. LCE obviously provided the "elite" in the industry to train which is an added 'plus!'"  
Patrick Banister, Director of Engineering and Reliability - Nektar Therapeutics

## Who Should Attend

This course is designed for maintenance managers and supervisors. Ideal candidates either supervise maintenance workers or manage maintenance through supervisors. This course is also recommended for people looking to improve their skills, or those being considered for advancement. Supervision from other related areas such as Operations, Warehouse and Housekeeping are also invited.

## Life Cycle Institute Changing Behavior to Produce Results®

Life Cycle Institute is a recognized leader in Learning, Leadership and Change Management solutions. Our courses are designed using our proprietary 3A Learning® process to teach by doing. Be prepared to be an active learner. When you invest in training with the Life Cycle Institute, you will gain knowledge and learn skills that you will be able to apply immediately. Training with the Life Cycle Institute is different because we offer:

- Facilitators who practice what they teach and teach what they practice.
- Course content that is constantly updated with the latest proven tools and methods.
- Adult learning methods that minimize lecture and emphasize learning by doing.
- Classrooms that are specifically designed to facilitate learning.

## Course Information

Each course includes a comprehensive active learning manual, morning and afternoon refreshments, lunch, and the use of a fully equipped e-business center. Classes are held on Tuesday through Thursday. All students completing a class at the Life Cycle Institute will receive a certificate of completion awarding 2.1 CEU's.

## Registration

Download our class schedule for the latest class dates and course costs or contact the Life Cycle Institute at: 800-556-9589 • education@LCE.com • www.LCE.com

## Private Classes

Your training needs are unique. Unique needs may require customized, on-site training. Learn from practicing reliability professionals – on your site – at a time convenient for you – tailored for your environment. For more information please contact education at: 800-556-9589 • education@LCE.com • www.LCE.com