



Leadership and Management for the Maintenance Supervisor (2-days)

Objectives –

This program is designed for maintenance supervisors or team leaders. This program concentrates on management fundamentals in the often chaotic maintenance environment.

Agenda

The Maintenance Supervisor – Wrench Turner or Leader of Maintenance Craftsman?

- Purpose of Maintenance Organizations
- The Role of the Maintenance Supervisor

Manage Your Responsibilities

- Management basics
- Don't let your job manage you
- Working Under Pressure

Organize Your Maintenance Staff for Success

- Organizational basics
- Delegation of responsibilities and authority
- Work Schedules and Planning

Emergency Procedures

- SOP's (Standard Operating Procedures)
- Emergency contracts
- After hour call-ins

Communication Basics

- Meeting management
- Report writing
- Follow-up
- Making Presentations

Contract and Purchase Order Management

- Ethical treatment of vendors
- The bidding process
- Negotiating skills

Leading and Managing Your Employees

- Appraisals
- Criticism and Praise
- Employee Motivation
- Training and Education

Managing Upper Management

- What are they looking for?
- Basic Business Finance
- Presenting and Selling Your Ideas

Preparing for Your Future

- Professional Development
- Professional Organizations and Certifications
- Challenge Your Abilities