

# Introduction to Training Within Industries and Change Management

Presented by MassMEP and the Associated Industries of Massachusetts

Sponsored by Bristol Community College

## Introduction to Training Within Industries – Focus on Job Instruction

Participants will receive an overview of Training Within Industries (TWI). TWI is a concise set of learning disciplines that enables people within a specific industry or business to effectively create, improve, train and sustain standard work for themselves. Sustaining Lean and standardized work allows a company to address quality issues, loss of productivity, equipment damage and safety.

## Change Management

Explore the major reasons why change efforts fail in organizations, as well as the 7 critical factors that need to be in place if an effort is to be successful. There will also be discussion on the dynamics of resistance and the manager's role in rechanneling that energy toward productive outcomes. This course takes the mystery out of change initiatives and the reasons they fail. It provides a virtual tool kit to assist those who lead change, maximizing the positive steps and minimizing resistance.

## Who Should Attend

The manager or person at your facility who is responsible for training your workers, employees from areas that can benefit from job instruction training, and representatives from areas where new employees are trained.

## Program Overview

- Overview of TWI and why it is the missing link in a Lean implementation
- Job Instruction teaches how to effectively breakdown a job and deliver instruction for individual tasks.
- Understand why most change efforts fail
- Implement 7 success factors that can make change initiatives successful

## Program Schedule

Wednesday, March 11, 2009

7:30 a.m. registration and continental breakfast

8:00 – 11:30 am – program

**Course Number:** 17682 XBM 46.W3F

## Registration Fee

\$25.00 per person

## Registration

Complete and send form with a check made out to BCC in the amount of \$25.00 by

**March 6, 2009**, to:

Bristol Community College

Center for Business and Industry D117

777 Elsbree Street

Fall River, MA 02720 or Fax 508-730-3273

## Location

Bristol Community College

Room L108 (L Building)

777 Elsbree Street,

Fall River, MA 02720

## About Associated Industries of Massachusetts

Established in 1915, Associated Industries of Massachusetts is the largest nonprofit, nonpartisan association of Massachusetts employers. AIM's mission is to promote the well-being of its members and their employees and the prosperity of the Commonwealth of Massachusetts by improving the economic climate of Massachusetts; proactively advocating fair and equitable public policy; and providing relevant, reliable information and excellent services.

## About BCC Center for Business and Industry

The BCC Center for Business and Industry serves as an educational and training resource for individuals, companies, and agencies in Southeastern Massachusetts, providing high-quality professional training to meet business and industry needs. The Center offers non-credit courses in practical business, personal enrichment and management areas, Internet courses, and develops and delivers programs tailored specifically to a client's training needs. [Center for Business and Industry](#) at 508.678.2811, ext. 2154/2527.

## About MassMEP

MassMEP partners with manufacturing organizations to help them achieve business excellence through proven performance-based training methods. MassMEP's systematic approach utilizes best practices to ensure positive, measurable and sustainable results.

All areas must be filled out  
to avoid delays in processing

## REGISTRATION FORM

SOCIAL SECURITY NUMBER: \_\_\_\_\_ TOXOPRE DATE: MONTH \_\_\_\_\_ DAY \_\_\_\_\_ YEAR \_\_\_\_\_

Fee form to 508.730.3255 for credit courses; to 508.730.3273 for noncredit

CHECK HERE if your address has changed since last registering for a class at BOC

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ E-MAIL address: \_\_\_\_\_

DATE OF BIRTH: MONTH \_\_\_\_\_ DAY \_\_\_\_\_ YEAR \_\_\_\_\_

STREET: \_\_\_\_\_ EMPLOYER: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ TELEPHONE NUMBER: \_\_\_\_\_

HOME TELEPHONE (AREA CODE) \_\_\_\_\_ PHONE NUMBER \_\_\_\_\_ CELLULAR TELEPHONE (AREA CODE) \_\_\_\_\_ SOCIAL NUMBER \_\_\_\_\_

PLEASE CIRCLE ONE:  01 - Caucasian (White)  02 - Black Non-Hispanic  03 - Native American  04 - Asian  05 - Hispanic  06 - Other

### COURSE INFORMATION

CRN	COURSE	SECT.	TITLE	CREDITS	DAY	TIME
10574	A C C	1 1 9	X Principles of Accounting (sample)	4	M	6:30 - 9:45 pm

Student Signature: \_\_\_\_\_ Processed by: \_\_\_\_\_

CREDIT CARD PAYMENT:  Mastercard  Visa  Discover

Card Number: \_\_\_\_\_

Cardholder: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Authorized Signatures: \_\_\_\_\_

Financial Aid Authorization

I certify that I will pay all tuition and fees not covered by my financial aid and/or other third party payment plan.

Signature: \_\_\_\_\_

Course fee	
Student support fee	
Instructional support fee	
Late fee	
Health Insurance	
<b>TOTAL</b>	
Amount received	
Balance due	