

Online Certificate in Leadership Skills for Maintenance Supervisors, Team Leaders and Managers

When you improve your supervisory skills, you'll improve the productivity of your whole team. This 10-week live online class gives you real-world solutions to the challenges you face as a maintenance leader.

Ten week outline with learning objectives

1. Supervisory roles and attributes
 - Describe the roles of a maintenance supervisor.
 - Illustrate the characteristics of excellent supervision.
 - Identify positive and negative supervisory role models and their outcomes
 - Apply the 3-part Action Master techniques.
2. Motivation, delegation and communication techniques
 - List and illustrate methods to motivate workers
 - Apply techniques in effective and quick decision making.
 - Relate methods to overcome barriers to delegation.
 - Identify ways to improve communication with maintenance workers.
3. Teaching and coaching for quality improvements
 - Design a skills-training exercise.
 - Measure the effectiveness of training efforts.
 - Apply the principles of statistical sampling for quality improvements.
 - Recognize the seven deadly diseases that interfere with high-quality provision of services.
4. Framework for asset management
 - Recognize how the Uptime Elements asset management framework applies to reliability leadership.
 - Determine what ISO 55000, covering management of physical assets, means to your workplace.
 - Evaluate where your workplace is on its reliability and asset management journey.
5. Work execution management
 - Recognize how a good CMMS works and the tips and tricks to optimize existing systems.
 - Explain why maintenance jobs should be planned.
 - Apply techniques for planning and scheduling.
 - List the skills necessary to manage shutdowns.
6. Use of technology for maintenance improvement and savings
 - Identify the technologies that are currently having the greatest impact.
 - Recognize how the newest technologies can be used to improve maintenance.
 - Evaluate how technologies can aid in harvesting low-hanging fruit in your workplace.
7. Continuous improvement techniques
 - Identify and eliminate the five sources of defects.
 - Propose ways to get employees involved with reducing waste.
 - Apply the general principles of Root Cause Analysis.

8. Developing a reliability strategy
 - Describe the procedures, benefits and tips to a successful implementation of Reliability-Centered Maintenance program
 - Apply best practices to install a new Preventive Maintenance system or to revise an existing one.
9. Time and meeting management
 - Analyze how time is spent and apply ten key time-savers for maintenance leaders.
 - Use strategies to manage meetings as effective communication devices.
 - Create agendas and conduct toolbox meetings.
10. Dealing with difficult people and situations
 - Apply a process to better deal with difficult people and situations.
 - Give examples of common personnel problems and outline methods to deal with them.
 - Compose an action plan for success that pulls together all of the lessons learned in the course.

Who Should Enroll

This course is appropriate for those who supervise maintenance professionals in all types of organizations. Most of our students are seeking to improve their leadership skills or are being considered for advancement in their organizations.

Course Materials

The latest editions of the required books will be sent to enrolled students at no additional cost. Furthermore, students will have access to a library of a dozen online maintenance management and reliability textbooks, including other books by our instructors, Joel Levitt and Phillip Slater. Additional course materials and copies of the lecture slides will be available for download from the class website.

Course Delivery

This online class will be delivered using the Blackboard Learning System and Zoom. Each session has related reading material followed by a quiz and/or an assignment. It is recommended that students read the corresponding chapter in the textbook and the assigned online notes provided before the online session. During the 60-minute online session (starting Tuesdays at 6:00 p.m. US Central Time), the readings will be discussed and all questions answered. All sessions will be recorded and posted on the class website so that students who miss the live offering can watch the recordings.

Instructor

Joel Levitt is a leading trainer of maintenance professionals. He has conducted over 500 training sessions for more than 15,000 maintenance leaders from 3,000 organizations in more than 20 countries. Since 1980 he has been the president of Springfield Resources, a management consulting firm that services clients of all sizes on a wide range of maintenance issues.

Joel has 25 years of experience in many facets of maintenance, including as a source equipment inspector, electrician and field service technician, and in process control design, maritime operations,

and property management. Prior to that, he worked for a CMMS vendor and as an owner/manager in manufacturing.

Joel is a frequent speaker at maintenance and engineering conferences and has written 10 popular maintenance management texts. He served on the safety board of ANSI and on the executive committee of the Miquon School. Joel is a member of AFE and the Vice President of the Philadelphia chapter.

Refund and Cancellation Policy

A full refund of registration fees, less a \$30 administrative fee, will be approved if requested in writing and received at least two weeks prior to the start of the class. No refunds will be made after that date.