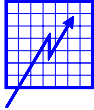


# Supervisory Skills Development Program (SSDP) Learning Objectives

By  
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## **SSDP Training Module 1—The Management Process:**

- Objectives:** The participant will be able to:
- Identify the two types of work every manager performs.
  - Name the four management functions.
  - Define the activities of the planning function.
  - Define the activities of the leading function.
  - Define the activities of the organizing function.
  - Define the activities of the controlling function.
  - Name the five resources used in the management process.
  - Name the five steps of good supervision.
  - Define a Key Resource Area (KRA).
  - Define objectives.
  - Develop a correct objective.
  - Explain the measurement criteria used for objectives.

## **SSDP Training Module 2—Planning, Leading, Organizing, and Controlling (PLOC) on the Job:**

- Objectives:** The participant will be able to:
- Define planning activities specific to his or her job.
  - Explain the concept of “*Reasonable Expectancy*.”
  - Define leading activities specific to his or her job.
  - Explain the two general types of problems in his or her job.
  - Define motivation.
  - Explain the four factors that contribute to motivation.
  - Explain the factors required to develop an environment of self-motivation.
  - Give an effective job instruction.
  - Induct a new employee to his or her crew.
  - Define organizing activities specific to his or her job.
  - Delegate responsibility to a subordinate.
  - Define controlling activities specific to his or her job.
  - Explain the steps of the controlling process.
  - Explain the methods for measuring performance.

Continued...

### **SSDP Module 3—Communications for Supervisors**

- Objectives:** The participant will be able to:
- Define communications.
  - Explain the basics of effective communications.
  - Explain how to communicate better with your boss.
  - Describe the advantages of upward communications.
  - Describe the basic requirements of downward communications.
  - Describe the factors that make for good communications.
  - Explain why listening is so important in communications.
  - Describe the specific day-to-day communication requirements in the plant.

### **SSDP Module 4—Development of Subordinates**

- Objectives:** The participant will be able to:
- Prepare a task and skills analysis in a matrix format.
  - Develop a customized training plan for each crewmember.
  - Describe the different components of training.
  - Conduct effective on-the-job training sessions.
  - Develop learning objectives/outcomes.
  - Conduct effective demonstrations.
  - Effectively coach employees during on-the-job training sessions.
  - Evaluate training sessions and provide feedback to the trainees.
  - Document training sessions.

### **SSDP Module 5—Reasonable Expectancy**

- Objectives:** The participant will be able to:
- Explain the concept of reasonable expectancies.
  - Explain how reasonable expectancy is related to production.
  - Explain how reasonable expectancy is related to production variance.
  - Explain how production variance is determined.
  - Explain how allocation of time lost to the proper cause is important.

Continued...

### **SSDP Module 6—Costs**

- Objectives:** The participant will be able to:
- Generally explain the cost structure of the plant.
  - Explain the impact that each cost center has on total costs.
  - Explain the concept of direct costs.
  - Give examples of direct costs.
  - Explain the concept of indirect costs.
  - Give examples of indirect costs.
  - Explain the concept of controllable costs.
  - Explain how costs are controllable at a certain level.
  - Explain the concept of uncontrollable costs.
  - Explain how costs are uncontrollable at a certain level.
  - Explain the concept of unit costs.
  - Give examples of unit costs.

### **SSDP Module 7—Opportunity Cost and Lost Production**

- Objectives:** The participant will be able to:
- Explain the concept of opportunity costs.
  - Give examples of costs associated with lost opportunity.
  - Explain how equipment downtime relates to production loss.
  - Explain how equipment downtime raises operating unit costs.

### **SSDP Module 8—Key Performance Indicators**

- Objectives:** The participant will be able to:
- Explain the concept of key performance indicators.
  - Describe some KPIs applicable to the RPM operation.
  - Explain how each area of the operation has its own KPIs.
  - Explain how the KPIs are related to productivity.
  - Explain how productivity is measured and how KPI targets are achieved.
  - Explain how the KPIs are related to costs.
  - Explain how KPI targets are related to costs.
  - Explain how process area KPIs are interrelated.

### **SSDP Module 9—Debottlenecking**

- Objectives:** The participant will be able to:
- Explain the concept of process bottlenecks.
  - Explain how process bottlenecks can limit the overall plant productivity.
  - Give some examples of process bottlenecks.
  - Explain how bottlenecks can be identified and removed.