

# The Training Course on Solving Human and Organizational Problems (SHOP)

## - Teamwork and leadership skill improvement -

2 June - 22 June 2010 (Three weeks) at the AOTS Chubu Kenshu Center (CKC) [Aichi] <To Be Determined>

### Course Objectives

The course is designed to enable participants to acquire the following techniques and capabilities so that they can create teamwork in their own group/section and develop their own leadership skills, both of which are necessary for solving human- or organization-related problems in their organizations.

- (1) To activate communication within such a group as their own section of the organization,
- (2) To lead other people while understanding the role of each member to produce the result expected of their own section as a team,
- (3) To understand their roles in attaining their team's objectives,
- (4) To resolve conflicts among team members, and
- (5) To uplift subordinates' motivation by changing their own behavior

### Target Participants

Managers and supervisors of an organization

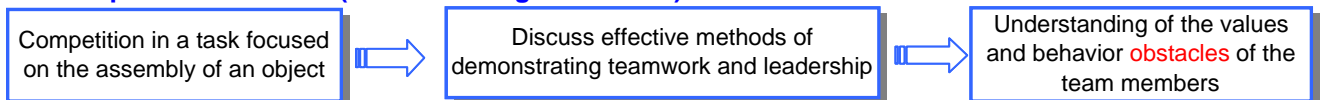
### Language

All lectures and visits will be conducted in English or Japanese with translation into English.

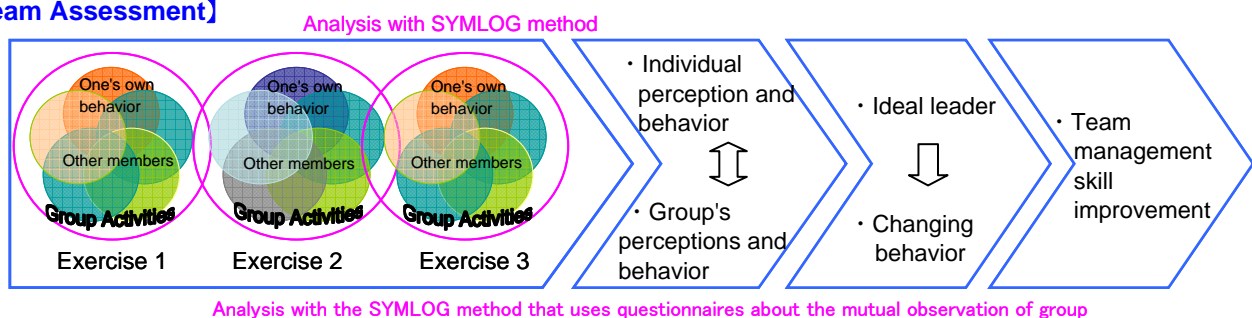
### Course Features: A curriculum focusing on participative exercises (group work)

The course will offer a variety of exercises for participants to change their behavioral patterns and perceptions and to enhance their abilities as managers. The course bases these exercise programs on a learning process called "Action-Learning," which induces changes in personal behavior and organizational response based on the result of each exercise. The following are the three major components of the exercise.

#### [Standard Operation Exercise (Manufacturing Simulation)]



#### [Team Assessment]



#### [Program for Changing Behaviors]

Participants will learn how subordinates are motivated, as well as improve their own leadership and communication skills, by repeating role-plays and watching recording of the role-plays.



— Part of the participation expenses will be covered by subsidy from the Japanese government —

Visit to [http://www.aots.or.jp/eng/t\\_prg\\_j/management/fy/2010/management.html](http://www.aots.or.jp/eng/t_prg_j/management/fy/2010/management.html) for the Program Outline and Participation Requirement

Closing date for application: **March 22, 2010**

(Applications may be accepted even after this date if there are fewer applicants than we can accept.)

## Tentative Schedule

### The Training Course on Solving Human and Organizational Problems [SHOP] - Teamwork and leadership skill improvement -

Date		Morning Session	Afternoon Session
Jun 2	(Wed)	Orientation Opening Ceremony/Program Guidance	Lecture/Exercise: Introduction to Action Learning
3	(Thu)	Lecture/Exercise: Group Exercise - Working with Operation Standard-1	
4	(Fri)	Lecture/Exercise: Group Exercise - Working with Operation Standard -2	Lecture/Exercise: Team Assessment -1 / Rating Session
5	(Sat)	Day off	
6	(Sun)		
7	(Mon)	Company Visit: Examples of management techniques in Japanese companies (1) (The 5S's, Sengen Shugi, Safety, etc.)	Company Visit: Examples of management techniques in Japanese companies (2) (JIT, kaizen, etc.)
8	(Tue)	Lecture/Exercise: Problem-Solving Technique	
9	(Wed)	Lecture/Exercise: Team Assessment - 2	
10	(Thu)	Lecture/Exercise: Program for Changing Behaviors - 1	
11	(Fri)	Company Visit: Roles and Responsibilities of Managers in Japanese Companies	Preparation for Midterm Presentation
12	(Sat)	Day off	
13	(Sun)		
14	(Mon)	Midterm Group Presentation	
15	(Tue)	Study Tour	Company Visit: Standardization of a Japanese Company (Roles of Managers)
16	(Wed)		Company Visit: Small Group Activities at a Japanese Company (Enhancement of Teamwork)
17	(Thu)		Company Visit: In-House Educational Program at a Japanese Company
18	(Fri)	Lecture/Exercise: Team Assessment - 3	
19	(Sat)	Day off	
20	(Sun)		
21	(Mon)	Lecture/Exercise: Program for Changing Behaviors -2	
22	(Tue)	Final Report Presentation	Evaluation of the Program/Closing Ceremony