

MANUFACTURING BRAIN BOOSTER LEARNING ACTIVITY #2 – COMMUNICATING WORK GROUP BRIEFS



WHY BRAIN BOOSTERS

Whether it's to earn some brownie points at home or make your lives easier Brain Boosters cover some very useful and simple manufacturing improvement principles, which can be adapted to any walk of life.

WHAT IS COMMUNICATION

Communication is fundamental to everything we do and is something we all need to feel comfortable with. It can be a simple conversation, a few words in a newsletter, or a Town Hall session.

Effective communication enhances relationships, builds up personal confidence and creates an environment we all want to be a part of. It's important to remember that good communication isn't what you intended people to hear or read; it's what they actually received or understood.



WHAT ARE WORK GROUP BRIEFS?

It is important that time is given to perform Work Group Briefs. The aim of a Work Group Brief gives a team the chance, each day, to stay updated with key information such as Safety, Quality, Delivery and People Performance.

A good Work Group Brief doesn't just cover daily tasks. It also includes information that colleagues will find helpful; for example any current JLR offers, a summary of how our business is performing or simply calling out and praising team members for a job well done.

It also lets a team talk through their upcoming shift so acts as a platform to give everyone a forum to speak, to ask any questions or offer feedback.

COMMUNICATION CHANNELS EXAMPLES INCLUDE:

- Work Group Briefs and Employee Briefs
- On Track emails each week
- People Talk magazine every other month
- Town Halls every other month
- Rest Area TV screens - called People Talk TV
- Yammer (for connected colleagues)
- 1 to 1's
- Emails
- The award-winning Your JLR smartphone App

HANDS ON ACTIVITY

To get your day at home off to a great start run a Work Group Brief with the members of your household (yes, including your pets!).

If you've never led a Work Group Brief before, use the template (attached at the end of this article) to help you plan your briefing. It will help you structure your brief into:

- Safety
- Quality
- Delivery
- Area 5s (Brain Booster #1)
- Feedback

In true Blue Peter style, to give you some inspiration [here](#) is a Work Group Brief that Solihull IPS coach, Fae has been delivering in her house since being stood down.

CREDITS

Adapted from original content produced by the Solihull based Corporate Affairs team in conjunction with the Solihull Business Excellence team.

Work Group Brief & Handover Communication Sheet												
Area: _____ Date: _____												
Shift	Mornings / Saturday				Afternoons / Sunday				Nights			
	R B G W X Y Z				R B G W X Y Z				R B G W X Y Z			
Safety	-Record here if there have been Hazards, Near Misses or Accidents. - Refer to any Safety CCAR for guidance.				-Review start up, tooling, PPE and general WG Wellbeing.							
Quality	-Review previous 24 hr performance and issues (all shifts). -Raise concerns/repeat issues/Risks. -Discuss any actions needing to be done.				These sections are to describe what was communicated via the 5 minute brief. Any relevant information should be shared with the Work Group and duly recorded here too. It is also for the Group Leader to write any information that they have communicated to the Work Group members throughout the day. This is important, particularly when regarding Safety issues. It shows evidence of the Group Leader cascading important information.							
Delivery					-Review previous 24 hr performance (all shifts). -Highlight the stations that have the most downtime/Andons and why. -Discuss the targets and performance against them.							
Area 5S	-Remind team of 5S standards -Discuss and raise any start up concerns -Re-enforce end of shift expectations											
Feedback	This section is to detail all feedback from the Associates. Encourage the Associates to share any ideas/concerns. They are the Subject Matter Experts and their engagement is key to our continuous improvement as a business. If there is no feedback please record this by writing "No Feedback" as it shows the team has been given the opportunity to have their say.				Ideas, Feedback & Concerns From Area or Visitors				Ideas, Feedback & Concerns From Area or Visitors			
Name		Signature		Name		Signature		Name		Signature		
Visitor Name & Role		Visitor Name & Role		Visitor Name & Role		Visitor Name & Role		Visitor Name & Role		Visitor Name & Role		