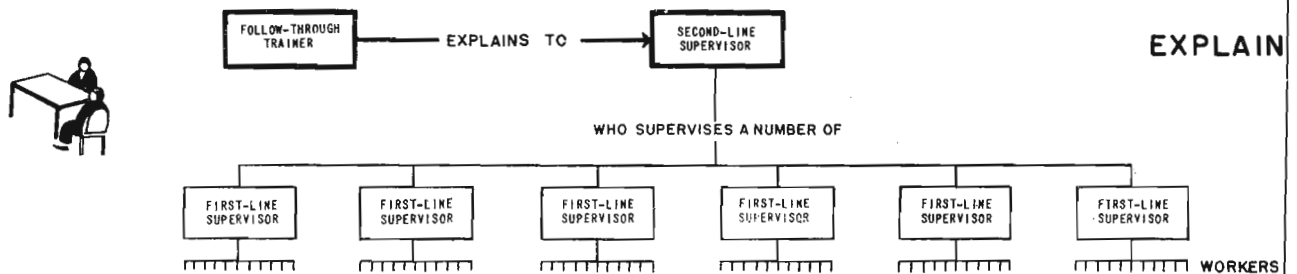
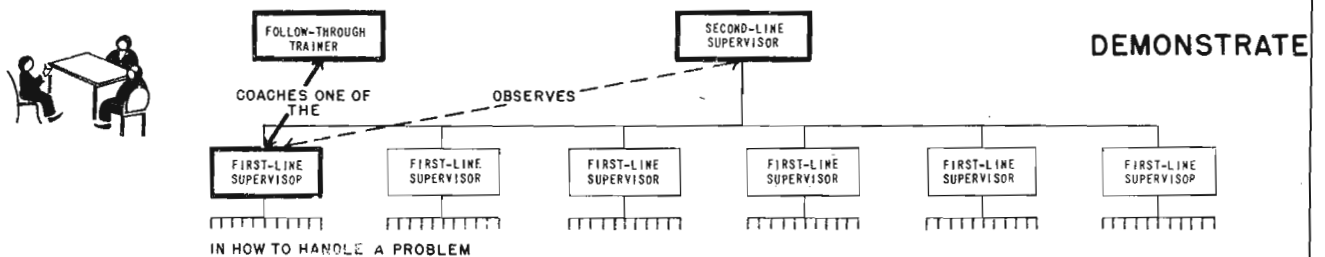


JOB RELATIONS FOLLOW-THROUGH DETAILED PLAN FOR COACHING SECOND-LINE SUPERVISOR

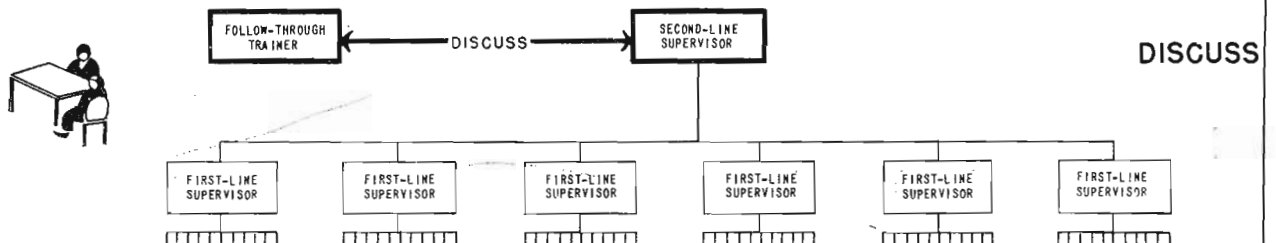
I THE FOLLOW-THROUGH TRAINER EXPLAINS PLAN TO SECOND-LINE SUPERVISOR.



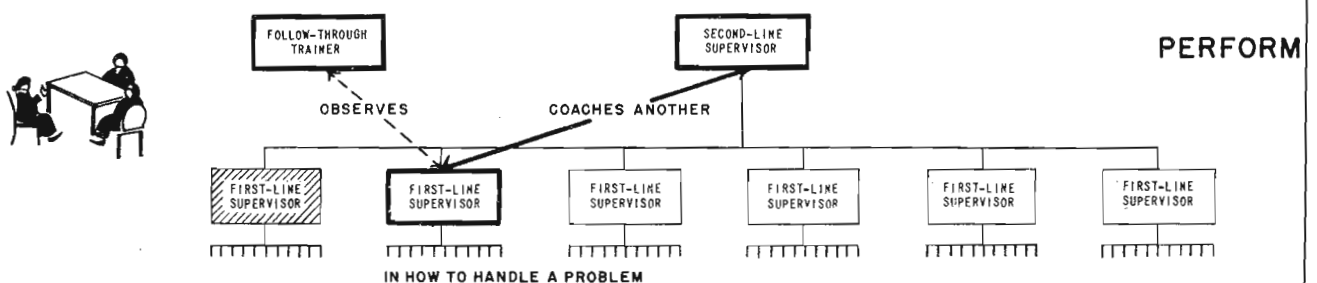
II THE FOLLOW-THROUGH TRAINER DEMONSTRATES THE PLAN WITH A FIRST LINE SUPERVISOR, SECOND-LINE SUPERVISOR OBSERVES.



III THE FOLLOW-THROUGH TRAINER REVIEWS THE PROCEDURE WITH SECOND-LINE SUPERVISOR.



IV SECOND-LINE SUPERVISOR COACHES ANOTHER FIRST-LINE SUPERVISOR, FOLLOW-THROUGH TRAINER OBSERVES.



V BOTH DISCUSS THE PROCEDURE AND PLAN FOR CONTINUING USE WITH THE REST OF THE FIRST-LINE SUPERVISORS

