

Sailing the 7-Cs of Business: Build the capabilities of business owners to create an economic engine that has increasing value. This fun workshop, called “Sailing the 7-C’s of Business” is followed with a companion workshop titled “Finding the Treasure in Your Business.” They are designed to help people understand the order-to-cash process that governs business and then learn how the money flows through the business and what it means to create an economic engine.

Model Airplane Factory: The art of improving operations with lean principles, kaizen and work design is introduced in a safe learning laboratory environment. This is an intensive simulation where the entire operations is experienced. Talking “lean” is easy, living in a disciplined environment is very difficult.

Supply Chain Consortiums: To build regional strength among manufacturing companies, there is a process called Supply Chain Consortiums. A chain of customers and suppliers band together to win in the marketplace while improving each business’ financial performance. This is tricky to do, but has great potential for the companies involved. This is a very powerful concept when all the players are involved.

The Principled Supervisor: Equip supervisors and frontline personnel with the leadership skills to create a productive workplace environment where both employees and the company thrive. Supervisors guide, encourage and give credit when it's due. They also help turn performance around when it's less than it could be. When supervisors do their job well, everyone benefits, because everyone is a winner. Well prepared supervisors are a key to employee engagement. “The Principled Supervisor” delivers the basics of being a good boss.

Lean Leadership...Building Our Future: Lean Leaders are a link in the chain of manufacturing improvement moving us into the future. Are you ready to stand with the greats? Come and be encouraged, enthused, energized and enlivened as we learn about the founders, history and philosophy of Lean. Be equipped with the principles of Lean that will allow you to shift from being an implementer of tools to a creator of the future.

Finding the Treasure in my Business with the ValueTree™

True or False? “Pursuing lean projects make business sense because they are the right thing to do.” The only “right” thing to do are projects that add value to the business. Learn how to connect all projects to the money flows of the business. Demystify the world of a CEO and CFO in just one short session and position all your work for business success. The total finances of the business on one page? Be amazed!

Managing the Group-based, Problem-solving Process:

Learn how to deliver results through a group-based process. Equip project leads with the interpersonal skills necessary to manage projects to closure. Create inclusive processes that generate the spirit and will required to create lasting change; use shared beliefs, principles and power to allow the simultaneous implementation of broad-based change to occur; ensure that a collective, personal vision of end-state excellence creates a pull into the future. Topics covered include the importance of the leader’s behaviors, group development, group dynamics, facilitation techniques, effective meetings, effective change and handling conflict.

SAILING THE 7-C'S OF BUSINESS

Intro:

Successful marine captains know how to navigate the seas. They understand their ship and its capabilities. They know the seas, the currents and the weather. They are a master of their craft. They use charts and navigation instruments to successfully reach their destination. Navigating your business can be equally challenging, but when equipped with the right charts and tools the journey becomes enjoyable and successful.

Education:

The running of a business is a process...it is definable, repeatable and predictable. It can be mapped out with the same detail as a map used for sailing around the world. Our journey, however, happens to be the shortest and most reliable path from Order-to-Ca\$h. Mastery of this journey positions us to Find the Treasure in our Business. The 7-C's we must successfully navigate are as follows:

- Care
- Customers
- Calls (and Closing)
- Contracts (and Commitments)
- Craft (and Competence)
- Collections (Cash)
- Character (Credible)



Outcomes:

At the end of this workshop, participants will:

1. Be familiar with the process that underlies the business experience of us and our customers ... "Order-to-Cash"
2. Take stock of their current journey
3. Put daily experiences in context of a total system
4. Identify the inputs and outputs of each major step in their system
5. Complete an ORDP (I): Observations, Reflections, Diagnoses, Plans, (Implementation)
6. Be positioned to make course corrections and preparations for success
7. Commit to being more disciplined, systematic and orderly in running their business
8. Be better business people

CONFLICT RESOLUTION

...increasing personal effectiveness

It's in the headlines of USA Today. It's in the conversations you have with people. You see it on the roads. You hear it on the news. CONFLICT.

From where does it come? Why do people choose to use *conflict* as their means to solve problems? What triggers a pattern of behavior that is out of my control and limits my ability to be effective? Are we locked into these behavior patterns?

Together we will probe into these questions and find the keys that will allow us to become more effective in our lives and choiceful when solving problems.

Workshop Purpose:

To equip ourselves with conflict resolution skills

In a way that creates a desire to shift from reactive to controlled behaviors

So that personal effectiveness in resolving problems increases.

At the end of this session:

If given a problematic situation, resolution flow-maps and an awareness of personal attachments

An intervention can be designed

So that the problem is resolved and people have increased spirit and will.

Agenda:

- The art of winning
- The art of resolving
- The work of applying

Workshop Details

- 9am-3pm

“This workshop has been attended by over 300 people. Come and join our learning community,” Alden B. Davis

Increasing Personal Effectiveness

Dealing with Differences 1 (2 hours)

Outcomes:

Upon completion of the workshop participants will:

1. Learn conflict resolution skills
2. Shift from reactive to controlled behaviors
3. Compare “winning” to “resolving”
3. Increase personal effectiveness in resolving problems
4. Discover what drives personal “hot buttons”

Dealing with Differences 2 (1 hour)

Outcomes:

Upon completion of the workshop participants will:

1. Have an analysis of how they handle conflict using the Thomas-Kilmann Conflict Mode Instrument (\$15/person)
2. Understand the five key ways of dealing with differences
3. Gain insight necessary to become more effective at dealing with conflicts in their life.
4. Understand how different conflict-handling styles affect interpersonal and group dynamics

One-Minute Coach (1 hour)

Outcomes:

Upon completion of the workshop participants:

1. Can describe the difference between coaching and teaching
2. Will sense the powerful culture created by coaching
3. Can list the attributes of a successful coaching experience
4. Will know the skills they have to share
5. Will have observed the coaching process in action

Listen 2 Me: Effective Interactions (1 hour)

Outcomes:

Upon completion of the workshop participants:

1. Will be equipped with the powerful 5-level interaction model
2. Can describe the difference between effective and ineffective interactions
3. Will have a strategy for dealing with “low density” people
4. Can be choiceful about the interaction method they use
5. Will have experienced what it means to be “heard”
6. Can create effective interactions for others and have increased control over their interactions

Giving Feedback: Constructive Criticism (1 hour)

Outcomes:

Upon completion of the workshop participants:

1. Can create environments where people are motivated to grow
2. Can describe the psychology that drives effective feedback
3. Will become more in control of their reactions/behaviors
4. Can deliver feedback, not criticism
5. Will be equipped with the Basic Principles for dealing with other people

Decoding Behaviors: Psychology of Successful Communications (1 hour)

Outcomes:

Upon completion of the workshop:

1. Understand the fundamental psychology driving people's behavior
2. Decode the behaviors and personalities of people you work with
3. Increase your ability to effectively communicate with others
4. Obtain the hidden knowledge about what drives relationships
5. Become conscious of your personalized auto-destruct sequence
6. Embrace your uniqueness and know how to synergize with others

U Drive my CrAZY: Decoding my Hot Buttons (1 hour)

Outcomes:

Upon completion of the workshop:

1. Have a strategy for dealing with negative emotional energy
2. Understand my personal root cause of negative emotional energy
3. Identify my personal Attachments and the warning indicator that my auto-destruct sequence is commencing
4. Start the journey to increased effectiveness through self-control

Building the Team

Engaged people are foundational to healthy businesses. Gallup Research shows that 19% of the U.S. workforce is actively disengaged. This manifests itself as higher absenteeism, lower productivity, increased quality escapes and a “drag” on the system. Good interpersonal relationships are foundational to establishing an engaged workforce.

Non-productive behaviors can quickly unravel the daily delivery of goods and services. Investments in building the capabilities of people for successful group-work deliver results almost immediately. The purpose working with your group would be as follows:

To put the necessary agreements in place to run the business as a management team that makes quick and accurate decisions, has freedom to act, is united in purpose and provides direction based on shared expectations and standards...

In a way that focuses each person on wanting to display their most productive behaviors while eliminating infighting, counter-productive communication patterns and passive aggressive behaviors arising from misaligned agendas and positioning...

So that through our leadership we continue to be a great success delivering on all the challenges faced.

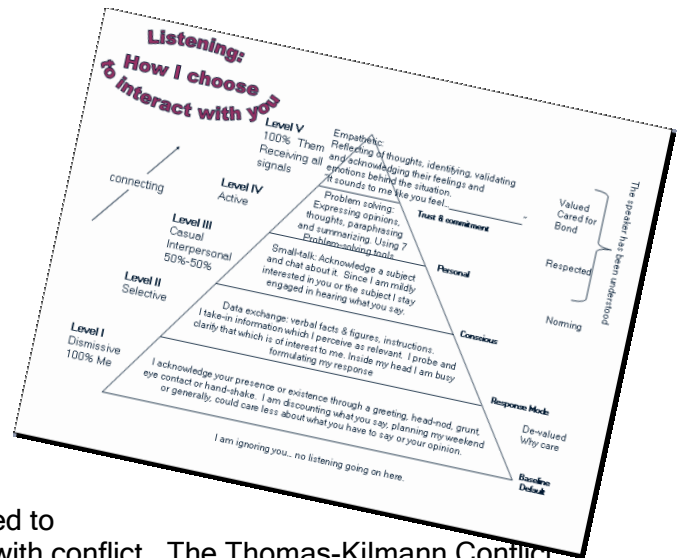
Over the years of helping groups improve their performance we have developed a suite of workshops that allow a progressive approach to improvement as your budget allows. Workshops deal with a breadth of skills required for effective interpersonal relations and then delve into deeper understanding on specific topics. The progression of workshops is shown in the table.

<p>Groups Individuals coming together for a shared experience</p>	<p>Prerequisite skills for becoming a team:</p> <ul style="list-style-type: none"> • Listening • Dealing with differences using Thomas-Kilmann conflict assessment • Preferred learning style assessment • Respectful behaviors • Team assessment
<p>Team People with a common goal and defined roles and responsibilities</p>	<p>Becoming a team workshop</p> <ul style="list-style-type: none"> • Goal alignment • Role clarity & negotiations • Accountabilities
<p>Teaming Fluid and seamless execution of tasks based on shared values/beliefs/principles</p>	<p>Creating the common perspective</p> <ul style="list-style-type: none"> • Leading Through Excellence workshop • Tools for continuous improvement
<p>Teamwork Effective and efficient performance grounded in deeper self awareness</p>	<p>Workshops for deeper understanding</p> <ul style="list-style-type: none"> • Managing conflict • Coaching • Giving Feedback • Team psychology using Process Communication Management developed by Dr. Taibi Kahler • Effective supervision and performance management

“Listening” is a 2-hr session focused on creating effective interactions.

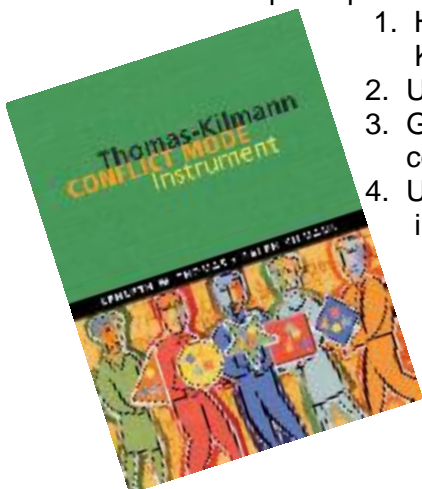
At the end of this workshop participants:

1. Will be equipped with the powerful 5-level interaction model
2. Can describe the difference between effective and ineffective interactions
3. Will have a strategy for dealing with “low density” people
4. Can be choiceful about the interaction method they use
5. Will have experienced what it means to be “heard”
6. Can create effective interactions for others and have increased control over their interactions



“Dealing with Differences” is a 2-hr session designed to help participants understand how they deal with conflict. The Thomas-Kilmann Conflict Mode Instrument (TKI) is the world’s number one assessment tool for understanding how different conflict-handling modes, or styles, affect interpersonal and group dynamics; and also for learning how to select the most appropriate style for a given situation. The TKI tool offers a pragmatic, situational approach to conflict resolution. It demonstrates how and when to use the five conflict-handling styles effectively and helps to initiate safe and productive dialogue to resolve differences. Upon completion of the workshop participants will:

1. Have an analysis of how they handle conflict using the Thomas-Kilmann Conflict Mode Instrument
2. Understand the five key ways of dealing with differences
3. Gain insight necessary to become more effective at dealing with conflicts in their life.
4. Understand how different conflict-handling styles affect interpersonal and group dynamics.



The “Preferred Learning Style” workshop is based on research from the University of Michigan and helps participants appreciate the different ways people take in information and go about performing tasks. Through the use of a simple assessment a group profile will be created and insight gained into the composition of the group. At the end of this 90 minute workshop participants:

1. Will have strategies for working together to help increase their effectiveness
2. Can identify the four learning styles and key characteristics

3. Will understand their learning style preference
4. Will create a group profile for future reference.

The “Respectful Behaviors” session is a new addition to building effective teams. It has been developed in response to a growing number of requests from groups whose employee survey data shows ‘respect’ to be an issue needing attention. This 2 hr. interactive workshop promotes and encourages respectful behaviors. It encourages each person to be center-stage and increasingly purposeful about the environments they are creating. At the end of this session participants will:

1. Have clarity on the subject
2. Understand the philosophy that drives it
3. Know the process to make changes
4. Be able to make a commitment to respectful behaviors.

The final activity of Prerequisite Skills is a Team Assessment. Through the use of a 16 question audit the group will explore which behaviors of being a team are frequently experienced and which are not. By examining the results of the audit in graphic form the group will have an opportunity to discuss the various experiences shown by the data and be prepared to engage the “Becoming a Team” workshop equipped with new insight and will.

Time commitments are as follows:

Prerequisite skills- Two, 4-hr workshops

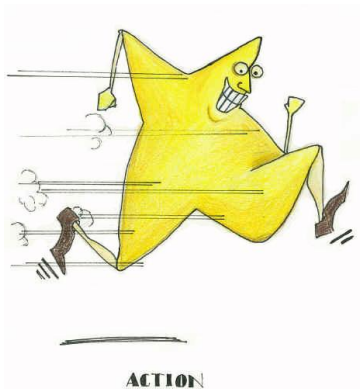
Becoming the Team- One, 4-hr workshop

Creating the Common Perspective-

Leading Through Excellence- 1½-day workshop

Tools of Continuous Improvement- Seven, 1-hr modules

Workshops for Deeper Understanding- Range from 1hr to 2days



STAR POWER, Thriving in Uncertain Times

Do you find yourself wondering how to make career decisions in this economic environment?

Ever feel like your life is on "hold"?

Would you like to stay vibrant and feel encouraged?

Please join us for a new workshop called "STARPOWER Thriving in Uncertain Times."

At the end of the workshop participants will:

- * Turn turbulence into personal advantage
- * Be encouraged about their future
- * Get into action with Star Power, a five step model to success.

Creating Your Destiny

A 1-day workshop on the life you desire

Each of these people created an exciting destiny because they lived into their convictions. "I am what I *allow, promote* and *create*." Join us to explore evolving your professional life by choice not chance. A person's destiny is influenced by personal vision, preparation, values, will and timing. This session is designed to allow you the necessary time to stop and think about what you desire and what it will take to achieve it.

At the end of the workshop, participants will be:

- Equipped with strategies for career development and growth
- Trained to use MyLifeTree™ for mapping-out their life's value
- Encouraged through stories and testimonials
- Willing to take greater control and accountability for their future.

This 1-day workshop is offered as a small-group follow-on to STAR POWER™ .

Leading Through Excellence

- Put the necessary agreements in place to run the business as a management team that makes quick and accurate decisions, has freedom to act and is united in purpose and convictions
- Focus attention on displaying our most productive behaviors
- Through our leadership continue to be a great success delivering on all the challenges faced.

Objective:

Ensure leadership-consistency and commitment are presented to the workforce from each member of the management group. Eliminate infighting, counter-productive communication patterns and passive aggressive behaviors arising from misaligned agendas and positioning. Transform the bosses from a group to a team with role clarity and common purpose. Avoid cross-communications, confusion and negative impacts on employee engagement that often accompany significant changes in the management group.

Target Audiences

- Plant management team
- Managers
- Supervisors

Outcomes

1. Shift people from a group to a team through role clarity and goal alignment
2. Level the playing field of perspectives
3. Unify the Management team with consistent performance expectations
4. Shared standards of excellence to guide daily direction
5. Agreement on what is being created in the business
6. Resolution to a group irritant
7. Choosing a leadership platform
8. Ability to create new solutions to increasingly tough problems through broadening world views
9. Choosing to use the language of a learning organization

Format

Individual interviews Tuesday, followed by 1-1/2 day off-site Wednesday and Thursday, with team-pasta dinner Wednesday night.

CUSTOMER RELATIONS FOR BUSINESS GROWTH

This workshop is designed to build the customer interface skills that create positive customer experiences and ensure a steady stream of business. Too often, people are consumed in day-to-day issues and forfeit the opportunity to cultivate the relationships necessary to run the business smoothly. People's capabilities are built as we work through four proven models:

- STAR POWER for building personal credibility;
- 7-C's of Business for understanding Order-to-Cash;
- Effective Interactions for listening skills;
- Image Management for building our brand.

Each model anchors a session of the workshop and structures the group's work product. An action-learning approach is used that includes experientials, assignments and theoretical with the objective of grooming people with customer savvy who are willful about getting involved.

At the end of the workshop, participants will:

1. Build customer confidence with their attitude, appearance, abilities, associations and accountability;
2. Develop a Customer Interface Protocol;
3. Ensure x-functional understanding guides customer engagements;
4. Know basic communication skills and how to manage conflict;
5. Know how they impact the Order-to-Cash process.

Requirements

1. The workshop is attended by a cross-functional group
2. Session I opens with management's perspective on the situation and the importance of customer interfacing skills
3. The "voice of the customer" is understood and shared with the group.