

Seminar Series Titles and Descriptions

Effective Communication

In this session, the participants will learn the strategies for effective communication and gain an understanding of what positively and negatively affects communication in the workplace. Topics include: how to stay objective, how body language influences communication, overcoming barriers to open communications, recognizing and acknowledging people's different perspectives, and how to be an active listener.

Time Management

Poor work habits are the root cause for much of the time that gets wasted throughout the day. This session presents practical ways to handle time-consuming activities such as, communicating, handling paper, and managing meetings. Lean principles will also be presented to assist in making the workflow and workspace more efficient.

Inventory Management

Regardless of industry, inventory is something that needs to be managed. Too much and money has been spent needlessly, obsolescence can occur, and money must be spent storing it and keeping track of it. Too little and processes that need it must wait until it is available, non-standard substitute parts might be used or business opportunities may be missed. From component inventory used on the shop floor to forms and paperwork used to process information or provide a service, having the right inventory at the right place at the right time is key to minimizing investment and maximizing value added activities. This session will instruct the participant on the basics of inventory management and how to properly apply these principles so that inventory related issues are not an impediment to the success of the organization.

Team Building (part 1) – Being a Valued Employee

With today's ever-changing business environment, it is essential for employees to possess the necessary skills and attributes to make positive contributions to their organizations. This session will stress the need for ethics and flexibility on the part of the employee, how to be an effective team player, the importance of effective communication, and having the right attitude for customer service excellence. Participants will gain an understanding of themselves through self-assessment and identify the areas they can improve in order to be successful at work.

Team Building (part 2) – Making Your Team Successful

In today's business environment, it is necessary for organizations to use teams in order to successfully implement continuous improvement. Every employee is part of at least one team and may, at times, be asked to lead a team. This session is designed to provide participants with the knowledge and techniques necessary to make teams successful in achieving positive results. The following topics will be emphasized: characteristics of an effective team, developing team operating procedures, team leader's role and responsibilities, managing meetings, facilitating brainstorming, and giving directions, instructions and feedback.

Managing Change in the Organization

Managing change within an organization is critical to the success of any organization that is conducting a specific project or just trying to survive the ever changing demands of today's customers and market place. This session is designed to teach the participant how to manage change, how to measure performance during change, how to assure that the change is successful and how to make the change in behavior permanent. It will

introduce the participants to specific models and tools that can be used to understand both organizational and individual change.

Project Management

Many changes in organizations are accomplished through the use of a project where individuals are organized into a team and charged with achieving the stated project objective. This team is typically a diverse group of people from different areas of the organization which needs an effective leader in order to be successful. Through the use of presentations, discussion, and case study work, this session will assist the participants in gaining the critical skills necessary to effectively organize, direct, and manage a project.

Customer Service Excellence (part 1) - Unforgettable Face-to-Face Customer Service

All businesses striving for Total Quality Management (TQM) have customer satisfaction as their goal. In order for businesses to do this, every employee must provide excellent customer service. This session provides a clear understanding of what it takes physically, mentally, and verbally to “WOW” a customer in face-to-face situations. Topics include learning who your customers are and understanding them, communicating effectively, making a great impression on your customers, and dealing with an unhappy customer. As part of the session, participants will generate personal customer service goals to improve their performance in the workplace.

Customer Service Excellence (part 2) - Excellent Customer Service Over the Telephone

Many employees provide customer service via telephone or email. In this session, participants will learn ways to provide excellent customer service and make a great impression on customers even when you do not see them face-to-face. This session focuses on the “do’s” and “don’t’s” of using the telephone, making a great impression over the phone, taking and leaving effective messages, and corresponding effectively using email. At the end of this class participants will generate personal customer service goals to improve their performance in the workplace.

Successful Leadership

Having strong leaders within an organization is necessary for companies to remain viable and to be effective at improving customer satisfaction. This session is intended to give the participants an awareness of what leadership means, the competencies of effective leadership, and an awareness of their own unique strengths and how to leverage them in their roles in the workplace

Lean in the Office

Lean in the office is not about eliminating staff or resources, it is about improving the value of activities so that workers are performing duties that directly relate to the result that the customer wants. And, it isn’t only for front office functions of manufacturers. Service, retail, professional, healthcare, educational, governmental, volunteer or any organization that delivers something to a customer via a process involving multiple people and activities can benefit from leaning out the processes, eliminating waste and working to the needs of the customer. This session will introduce the participants to lean concepts and will demonstrate how these concepts that were developed within the manufacturing discipline can be applied to non-manufacturing environments.