

Conflict Is The Root Of All Waste

Despite the fact that LEAN promises lower costs, better working conditions and environments, higher productivity, and profits, up to 97% of Lean Implementations fail!

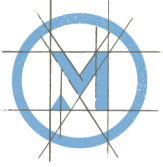
WHY CONTINUOUS IMPROVEMENT DOESN'T STICK

When companies tackle CI, they typically do so with the *physical* implications of waste in mind: Inventory, space, materials, time and human capital. But an insidious waste undermines value even more significantly and pervasively: **Unresolved conflict.**

Where there is conflict, there is unproductive behavior. Behavior - not just process - is to blame for loss of productivity yet it isn't typically addressed. To *truly* implement change, Lean leaders must learn to identify and address the emotional "muda" that bottlenecks progress and often manifests as:

- Territorial managers
- Persistent struggle between departments
- Low morale / pent up anger
- Failure to use / learn new systems
- Failure to progress with performance goals, missing deadlines
- Defective product or a break down in service
- Unhappy customers
- Margin erosion

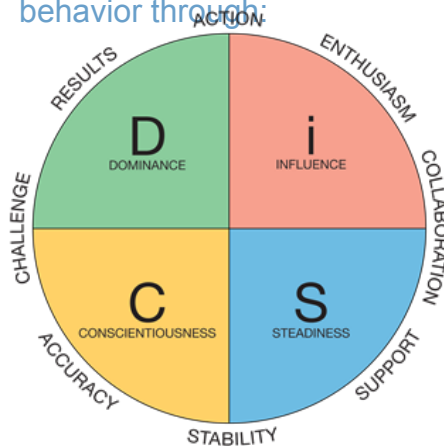




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Designed for operations leadership and CI executives, this one-day workshop walks participants through the rarely discussed and even more rarely addressed *people* side of Lean implementation.

Discover the secret to ridding your continuous improvement efforts of bad attitudes and resistant behavior through:



Ultimate root cause analysis:

Learn to identify and overcome the common sources of stress, anxiety and miscommunication that underpin most CI efforts.

Discovery of accidental stressors:

Determine if your company's Structures and Activities help to create or enable negative Behavior and Attitudes (SABA). Do unclear goals, misguided KPI's or unrealistic expectations inadvertently lead to the conflict that weakens improvement efforts?

Leadership style review: What do your behavioral tendencies say about the role you play in creating or quelling conflict. How do you respond to peers, supervisors or direct reports in conflict?

Participants will also learn:

- **How most organizations misinterpret the "Respect For People" side of the Lean equation.**
- **What organizational values have to do with Lean.**
- **How to sustain performance gains through a more balanced, engaged and high functioning team.**
- **How to get CI to stick**

A central component of this workshop is a DiSC assessment that measures each participant's tendency to behave in Dominant, Influential, Steadfast and Conscientious ways. We are all a combination of styles however some behaviors stand out more than others.

Naturally, different behavioral styles will see things differently. But knowing how you express your needs and more importantly, understanding how others perceive that behavior is critical to cultivating the cultural cohesion necessary to achieve and sustain Lean performance gains for good.

Participants' assessment profiles cover a range of subjects including how you respond to conflict, what motivates and stresses you and how you solve problems. Participants learn how those with different behavioral orientations (such as peers and direct reports) respond to these factors as well.