TOTAL QUALITY MANAGEMENT TRAINING
FOR ADMINISTRATION

PURPOSE

This seminar is designed to provide an overview of the concepts and practices of Total Quality Management. It is appropriate for those working in administration areas who want to learn process and system improvement techniques to achieve continuous improvement.

RESULTS

After completing this training, participants will be able to:
- Identify various quality improvement philosophies
- Use appropriate process and interrelationship mapping techniques
- Use appropriate root causal analysis methods
- Demonstrate an understanding of data collecting
- Demonstrate problem solving strategies to improve administration areas

OUTLINE

Day I
- Introduction/Training Rationale/Overview
- The evolution of quality
- Overview of quality customer service
- Quality Philosophies (Deming, Juran and Crosby)
- Paradigms (past and future) and organizational change

Day II
- SPC Overview (process mapping and root causal analysis)
- Problem solving techniques
- The cost of poor quality (1-10-100 rule)
- Tools exercise

ADMINISTRATIVE INFORMATION

Length: Two 8-hour sessions
Total hours: 16
Class size: 10 to 20 students

TOTAL QUALITY MANAGEMENT TRAINING
FOR PRODUCTION

PURPOSE

This seminar is designed to provide an overview of the concepts and practices of Total Quality Management. It is appropriate for those working in production areas who want to learn process and system improvement techniques to achieve continuous improvement within their organization.

RESULTS

After completing this training, participants will be able to:
- Identify various quality improvement philosophies
- Use appropriate process mapping techniques
- Use appropriate root causal analysis methods
- Demonstrate an understanding of data collection
- Demonstrate problem solving strategies to improve production areas

OUTLINE

Day I
- Introduction/Training Rationale/Overview
- The evolution of quality
- Quality Philosophies (Deming, Juran and Crosby)
- Paradigms (past and future) and organizational change

Day II
- SPC Overview (process mapping and root causal analysis)
- Problem solving techniques
- The cost of poor quality (1-10-100 rule)
- Tools exercise

ADMINISTRATIVE INFORMATION

Length: Two 8-hour sessions
Total hours: 16
Class size: 10 to 20 students

QUALITY IMPROVEMENT TEAM TRAINING

PURPOSE

This seminar is designed to convey practical and usable developmental skills for individuals who are assigned as quality improvement team members. It is also appropriate for anyone who wants to improve his or her group process skills.

RESULTS

After completing this training, participants will be able to:
- Use consensus building
- Resolve conflict within teams
- Demonstrate the application of creativity
- Conduct effective meetings
- Demonstrate problem solving techniques

OUTLINE

- Introduction/Overview
- Myers Briggs Personality Type Inventory (MBTI)
- Group Development and Dynamics
    -Stages
    -Process
- Task area
- Maintenance area
- Nonfunctional Area
- Creativity and problem solving
- Assessing and managing conflict
- Conducting effective meetings
- Team/Team Meeting Evaluation
- Problem Solving Tools
- Presentation Skills

ADMINISTRATIVE INFORMATION

Length:	Three 8-hour sessions
Total hours:	24
Class size:	10 to 20 students

APPLIED TEAM LEADERSHIP/FACILITATION

PURPOSE

This seminar will allow individuals who are assigned as quality improvement team leaders or facilitators an opportunity to develop and practice their team skills. It is appropriate for anyone who wants to improve their group process skills or lead a team through continuous improvement efforts to achieve quality results for processes and systems.

RESULTS

After completing this seminar, participants will be able to demonstrate team leadership by:
- Identifying and using the appropriate process mapping
- Using data collection and problem solving techniques for quality improvement
- Conducting an effective team meeting
- Presenting information in a variety of settings

OUTLINE

- Introduction/Overview
- Myers Briggs Personality Type Inventory (MBTI)
- Group Dynamics Review
- Team/Team Meeting Evaluation
- Continuous Improvement Concepts
- Problem Solving Tools
- Statistical Process Control (SPC)
- Presentation Skills

ADMINISTRATIVE INFORMATION

Length: Four 8-hour sessions
Total hours: 32
Class size: 10 to 20 students

MYERS-BRIGGS (PERSONALITY) TYPE INVENTORY

PURPOSE

This seminar is designed to help participants identify their strengths and potential weaknesses. It is appropriate for anyone who wants to better understand themselves, his or her motivations, strengths, and potential areas for growth. This session will also help participants better understand and appreciate those who differ from themselves.

RESULTS

After completing this seminar, participants will be able to:
- List and discuss their personality preferences
- Identify the affect of different personalities on group dynamics
- Use the MBTI theory in various leadership roles

OUTLINE

- Introduction, Overview and History of the Myers-Briggs Type Inventory (MBTI)
- Completing the MBTI
- Interactive Feedback Sessions
  -Explanation of Personalities
  -Scoring the MBTI
  -Validating the MBTI Results

ADMINISTRATIVE INFORMATION

Length: One 4-hour session
Total Hours: 4
Class Size: 10 to 20 students

INCREASING HUMAN EFFECTIVENESS
- **Managing the Rapids of Change-**

PURPOSE

This seminar is designed to help individuals improve their self-image, raise their self-esteem, develop personal accountability strategies, and in turn, improve their performance. It also teaches participants how to help others improve their self-esteem so they, too, can increase their level of confidence.

RESULTS

After completing this seminar, participants will be able to:
- Develop systems of personal accountability
- Devise strategies to manage change and implement effective goals
- Demonstrate improved communication and decision-making skills

OUTLINE

- Course overview: What Lies Ahead
- Setting the Stage for Change
- You've Always Had the Potential
- Awareness: The Key to Effectiveness
- The Most Amazing Computer of All
- Attitudes Are Habits of Thinking
- First You Form Habits – Then They Form You
- Motivation From Within
- Changing From the Inside Out
- Practicing Within When You're Without
- Know You're Good and Wear It Well
- Steps to Building High Self-Esteem
- Most People Don't Aim Too High
- Living Each Day One at a Time

ADMINISTRATIVE INFORMATION

Length:	Three 8-hour sessions
Total Hours:	24
Class Size:	10 to 20 students

Applied Interpersonal Communication

PURPOSE

This course presents various methods and techniques that are useful for improving interpersonal communication skills. It provides participants with opportunities to apply these concepts with practice throughout the course. This training is appropriate for anyone who wants to enhance his or her ability to communicate.

RESULTS

After completing this training, participants will be able to:
- Speak more descriptively (and less judgmentally) in giving feedback on behavior and performance of self and others in the workplace;
- Listen more actively to self and others in verifying perceptions of and understanding feedback on performance;
- Control his/her think-speak-act response to workplace situations to improve communications effectiveness and reduce stress;
- Measure the extent to which personal perceptions affect workplace "burnout"; and
- Identify behaviors that contribute stress to interpersonal relationships.

OUTLINE

- Introduction/Training Rationale/Overview
- Lifestyle Evaluation and Stress
- Managing Stress through Interpersonal Communication
- Understanding Message Processing
- Making Self-Talk Work for You
- Behaviors that Cause or Reduce Defensiveness
- Speaking more Descriptively
- Listening more Actively
- Summary and Evaluation

ADMINISTRATIVE INFORMATION

Length: 3 sessions (4 hours each)
Total hours: 12
Class size: 10 to 20 students

PERFORMANCE MANAGEMENT

Is a systematic data-oriented approach to managing people at work that relies on positive reinforcement as the major way to maximizing performance.

PURPOSE

This seminar is designed to convey practical and usable skills for individuals who are assigned as supervisors or managers. It is also appropriate for anyone who wants to improve his or her management/leadership skills. Participants are introduced to a systematic approach to managing people. Organizational and individual behavior are studied within the context of increasing performance and quality and the concept of using data to measure and evaluate performance effectiveness is practiced.

RESULTS

After completing this seminar, participants will be able to:
- Define and list the values of performance management
- Define antecedents, behaviors and consequences
- Apply and use reinforcers
- List barriers and uses of measurement as it relates to performance management
- Set measurable goals
- Apply performance management to an organization

OUTLINE

- Performance Management Introduction/Overview
- Antecedent, Behavior and Consequence (ABC Analysis)
- Reinforcers
   - Delivering Reinforcement
   - Schedules of Reinforcement
   - Applying Schedules of Reinforcement in the Workplace
- Dealing with Unwanted Behavior
- Pinpointing and Measurement
- Introduction to Performance Feedback
   - Feedback in Graphs
- Setting and Attaining Goals
- Applying Performance Management

ADMINISTRATIVE INFORMATION

Length: Five 4-hour sessions
Total Hours: 20
Class Size: 12 to 15 students

LEADERSHIP DYNAMICS
An integrated continuum of envisioning, communicating and behaving

PURPOSE

This seminar is designed to provide skills that are necessary to be an effective leader. It is appropriate for anyone who wants to hone his or her leadership skills. Participants are introduced to an integrated system of leadership, personality, and performance. Theories of communication and interdependent relationships are explored, and techniques for leading within a collaborative culture are reviewed and practiced. Assessments are administered to give individuals a richer understanding of their behavior as well as its impact on others. Attendees will also receive feedback from pre/post 360-degree evaluations.

RESULTS

After completion of this course, participants will be able to:
- Explain how values and vision provide focus for organizational members
- Describe the relationship between feedback and performance
- Use a systematic coaching approach that motivates subordinates and encourages growth
- Analyze their leadership assessment data and develop an action plan for improvement

OUTLINE

Day I (4 hours)
- Course Overview
- Leadership and System Thinking (Video – Leadership and the New Science)
- Values and Vision (Video – Lessons From the New Workplace)
- Interpersonal Communication (Johari Window Instrument)
- Leadership Activity Assignment (Conflict Mode Instrument Assignment)

Day II (4 hours)
- Conflict Mode Instrument (Video – Dealing With Conflict)
- Leadership and Personality (MBTI Step II & FIRO B Results)

Day III (8 hours)
- Coaching (Video – The Practical Coach)
- Coaching *Practice Session*
- 360 Degree Evaluation Results and one-on-one feedback
- Leadership Activity Assignment (Action Planning Assignment)

Day IV (4 hours)
- Action Plan Completion
- Next Leadership Development Step
- Questions and Answers With Senior Management
- Conclusion

ADMINISTRATIVE INFORMATION

Length: Three 4-hour sessions, one 8-hour session
Total Hours: 20
Class Size: 10 to 20 students