



2018 Fall Conference Breakout Descriptions

Wednesday, October 24

Session A 1:00 - 2:15

1. Title: Business Story Telling for Leaders

Name: Aditi Patil

Organization: Aditi Patil Coaching & Consulting LLC

Description:

As leaders we are always seeking to influence those around us, be it our peers, our team, customers or senior leaders. We rely on PowerPoint presentations, long monologues, or data heavy slides to get our message through. However that may not be the most effective way to communicate, influence & more importantly inspire. Story-telling can be a great way for leaders to influence, engage, and inspire. This workshop seeks to enable leaders to tap into the power of storytelling to influence people, whether it's to gain top management support for a change initiative or engage frontline employees. Attendees will be able to apply the storytelling framework to a unique communication challenge and refine it based on peer feedback. This session is recommended for any leader who is seeking development in their personal leadership journey and would like to learn a powerful way to communicate, influence, engage and inspire.

Objective:

In this experiential learning session, attendees will learn to: Articulate the concept of business storytelling and build the business case for it; understand the science of storytelling; communicate powerfully using the power of stories; Create a "story bank" by listening to stories within and around; and Deliver inspiration with a powerful call to action.

Target Audience:

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Advancing - aimed at attendees with significant experience with topic that want to push the envelope of what is possible in your proposed topic area

C-Suite

Managers/Supervisors

CI Professional

2. Title: Lean Problem Solving: Taking it Further with Technology

Name: Kelly Kimmich

Organization: Far Reach

Description: Once your processes are refined through Lean or other continuous improvement methodologies, a next step is often to wrap those processes into software systems. In this session, attendees will learn how software, when implemented correctly, can have a big impact on efficiency.

Objectives:

- The positive impact technology has in combination with Lean methodologies
- Insight into your organization's current software situation
- How to start thinking about software as a catalyst for reaching company goals

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Target Audience Role in Organization

Managers/Supervisors

3. Title: Hoshin Kanri (Policy Deployment)

Name: Catherine Converset

Organization: Productivity Inc.

Description:

Transforming an organization into one that is operationally excellent requires a long-term customer-focused, company-wide strategy. Management committees must define and continuously refine the strategic drivers of the organization and deploy them to ensure everyone is aligned and working toward the same goal. Doing so requires the establishment of a framework known as a Lean Management System. Central to a Lean Management system is Hoshin Kanri. Hoshin Kanri (Policy Deployment) is a method for ensuring that an organization's strategic goals drive progress and action at every level of the organization. The fundamental purposes of Hoshin Kanri in a Lean enterprise is to focus a company's improvement efforts on very well defined initiatives to align and mobilize strategic business units, plants, departments, and all supporting personnel in the transformation process. In this session, we'll present this proven business renewal planning and deployment process which allows you to incorporate your strategic priorities into daily work at every level in your organization. We will detail the need for enterprise-wide waste elimination and review and discuss the key performance

indicators, targets to improve, and countermeasures that will ensure you remain on course and that your improvement projects are meeting your strategic objectives.

Objectives:

Participants will learn to:

- Understand the cornerstones of a Lean Management System
- Learn a systematic approach to the implementation of Lean
- The key concepts and principles of Hoshin Kanri (policy deployment)
- The 5 steps of policy deployment and how to use the X-Matrix
- The 4-level performance review system ensuring success.

Target Audience:

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Advancing - aimed at attendees with significant experience with topic that want to push the envelope of what is possible in your proposed topic area

C-Suite

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CI Professional

4. Title: Emotional Intelligence-Your Leadership Edge

Name: Stephanie Salasek

Organization: Look Up Communications

Description:

Ninety percent of all top performers have high Emotional Intelligence (EI), it is responsible for over 1/2 of job performance, and people with high EI have a higher annual salary than their low EI counterparts.

Personality and IQ won't change, but Emotional Intelligence is our choice and in our control.

Objectives:

- Define emotional intelligence along with the label and level for different emotions in the workplace.
- Practice identifying people who demonstrate high emotional intelligence.
- Identify the twelve competencies of emotional intelligence.
- Evaluate personal emotional intelligence.

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

C-Suite

Managers/Supervisors

CI Professional

Staff Position

Wednesday, October 24

Session B 2:45 -4:00pm

5. Title: An Overview of the Shingo Model

Name: Dan Fleming

Organization: GBMP

Description:

Corporate leaders around the world invest substantial time and money on change initiatives that achieve positive results but are unable to sustain the momentum or gains. Leaders eventually learn (the hard way) that Lean "tools" (i.e. SMED, 5S, kanban, value stream mapping, TPM etc.) are not independently capable of effecting lasting change. It doesn't take many such cycles of trying and failing for associates to feel jaded, frustrated and burnt out. On the other hand, organizations that anchor their improvement initiatives to principles – or understand the “why” behind the “how” and the “what” – experience significantly different results. This is where the Shingo Model & workshops come in. The Shingo Model™ is not an additional change initiative to implement. Rather, it provides Ten Guiding Principles on which to anchor your current initiatives and fills the gaps in your efforts towards enterprise excellence. The five Shingo workshops teach people about the model and its guiding principles well enough to use them in their work every day.

Objective:

Attendees will get a thorough understanding of how to put The Shingo Model & Guiding Principles to work in their company to transform an organization's culture to one of continuous improvement and operational excellence.

Target Audience:

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Advancing - aimed at attendees with significant experience with topic that want to push the envelope of what is possible in your proposed topic area

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CI Professional

6. Title: Construction Production 2.0

Name: Patrick Geary

Organization: Story Construction

Description:

The process of effectively running a construction project takes attention to every detail of the plan, budget, and schedule. It also takes consistent, open, and honest communication and a commitment to excellence from every member of the team. This presentation of Construction Production 2.0 (CP2.0), Story Construction's method for preconstruction and construction, will uncover how CP2.0 incorporates all of these attributes, and relay its positive impact on a quality, safety, coordination, communication, schedule, productivity and morale

Objectives:

- The Why, What & How of CP2.0.
- CP2.0's effect on a project's quality, safety, coordination, communication, schedule, productivity, and morale.
- CP2.0's potential for affecting change across the construction industry.

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Managers/Supervisors

CI Professional

Staff Position

7. **Title:** Mental Models

Tag Line: Things are not always as they seem

Name: Julie Haner

Organization: Mutual of Omaha

Description: This is a fun, eye opening presentation that will help the audience understand that we all see things differently and that our past experiences help form our mental models. These mental models can be limiting our views of how things are and can be barriers to implementing new ideas in our organizations.

Objectives:

Target Audience:

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Managers/Supervisors

CI Professional

Staff Position

8. **Title:** The Art of Asking Good Coaching Questions

Tag Line: Advance from Primary Problem Solver to Effective Problem Solving Coach

Name: Jamie Parker

Organization: Process + Results Leadership Coaching

Description:

Do you find yourself acting as the primary problem solver on your team? Do you wish you could get more people on the team to be effective problem solvers?

The reality is, as Lean practitioners and leaders, we can't do all of the problem raising and problem solving ourselves. We need to develop the problem-solving skills of the entire team. In this interactive session, you will learn the anatomy of good coaching questions - and actually practice asking good coaching questions that create a team of problem solvers.

Whether you are a manager trying to implement Lean with your direct team or are a Lean practitioner trying to influence teams, this interactive session is for you. Because more people solving more problems creates more value.

Objectives:

Understand why coaching is so critical to transforming to a continuous improvement culture and its connection with Respect for People

Learn the anatomy of a good coaching question

- Uncover what many leaders and practitioners do wrong when coaching - and how to avoid the trap
- Practice asking engaging coaching questions that develop the problem solving skills of others

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Target Audience Role in Organization

C-Suite

Managers/Supervisors

CI Professional

Thursday, October 25

Session C 10:30 - 11:45

9. Title: LEADERSHIP! Business Excellence in the Digital Age

Name: Jesse DePriest

Organization: First National Bank of Nebraska

Every organization or business should be a GREAT place to work – no excuses. In fact, leaders have a moral obligation to develop people and leave them better than when they arrived. In addition, Lean leaders have new, and enduring, challenges as businesses confront Industry 4.0 and the Internet of Things (IoT). This semi-interactive breakout will discuss what excellence is in our organizations and how lean leaders need to think and behave – especially in our increasingly digital world. We will also explore how lean leadership and lean tools apply to automation / robotics, digital communication, and the IoT in our factories and business processes.

Attendees will discuss and learn:

- The definition of excellence. What does ‘great work’ look like?
- The REAL purpose of leadership.
- Five coaching questions to engage the ambivalent, indifferent for positive change (interactive).
- How lean tools and techniques work in digitized, automated work environments.

- A list of leadership 'stuff' to do that will make you a better leader.

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

C-Suite

Managers/Supervisors

10. Title: The Impact of Trust to Continual Improvement - Priceless

Name: Deb Oliver

Organization: Iowa Quality Center

Description:

In the midst of our CI efforts within organizations, it is impossible to overestimate the role that TRUST plays inside our change efforts. This session, which serves as a summary of the critical points in regards to Trust from the Covey book - The Speed of Trust, will explore 5 levels of trust that impact our success within our improvement efforts. Join this interactive session to explore the following tools to assess yourself AND your organization: Four Cores of Credibility, the 13 Behaviors and a telling list of questions for you to assess your own organization's current level of trust. What are the common myths in regards to Trust? Leave the session with a take-away Plan of Action to address the gaps in your organization's behavior surrounding Trust.

Objectives:

Attendees will gain the ability to:

- Identify the ways in which trust impacts their organization's relationships
- Assess the current strengths and weaknesses of their organization's status of trust
- Recognize the 5 levels of trust that impact the success of their life and their organizations
- Develop a plan of action to address the weaknesses that are apparent in the 5 different levels of trust which range from self-trust to societal trust

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Managers/Supervisors
CI Professional
Staff Position

11. Title: Engaging Employees in a Continuous Manufacturing Environment

Name: Ann Buck

Organization: Bemis

Description:

This presentation will review how Bemis Company in Des Moines has increased employee engagement through improved communication pathways in a continuous manufacturing environment. It will review the methodology for visually mapping current state, establishing current state, and how to continuously improve the communication pathways after launching. This presentation will show how to overcome the difficulty of communicating effectively across multiple shifts and multiple departments.

Objectives:

- Methodology for visually establishing current state of communication and engagement through continuous manufacturing environment (24 hours day/7 days week)
- Methodology of establishing future state communication and engagement through continuous manufacturing environment - including who should be where and when
- Ways to continuously improve the communication after launch of new communication method with visual management

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Advancing - aimed at attendees with significant experience with topic that want to push the envelope of what is possible in your proposed topic area

Managers/Supervisors
CI Professional
Staff Position

12. Title: The Elements of Organizational Mastery

Name: Scott Burgmeyer & Melynda DeCarlo

Organization: Creative Solutions Group & The Meyvn Group

Description:

Historically, the sole purpose of business was to make money. With unemployment at record lows, the rise of corporate social responsibility, and the increase of global competition - this "one-note" perspective isn't working anymore. Long-term success requires Organizational Mastery.

Objective:

Attend this breakout session if you want to:

- Understand the organizational mastery difference
- Explore the elements of organizational mastery
- Select steps to begin your organizational mastery journey

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Managers/Supervisors

CI Professional

Thursday, October 25

Session D 1:00 – 2:15

13. Title: Solving the War for Talent Through Improvement

Name: Scott Burgmeyer

Organization: Creative Solutions Group, LLC

Description:

Nearly all organizations are fighting the war for talent – open positions, bidding wars, and sometimes finding any resource to keep things moving. During this session we will explore four approaches centered around improvement that can support your organization to win battles through a strategy of enhanced focus on quality and continuous improvement tools. The multiple pronged approach during this session is a way to garner some quick wins while you concurrently deploy additional tactics and strategies.

Objectives:

- Learn and understand 4 approaches that can add to your arsenal for the War for Talent.
- Describe tactics that are opportunities to apply within your organization.
- Discover the impact improvement can have on the War for Talent.
- Create initial action plan(s) to take back to your organization as first steps.

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Managers/Supervisors

CI Professional

14. Title: Lean on Your Team

Name: Robert Olinger

Organization: ME3 Performance Coaching

Description:

This presentation describes how my personal use of Lean set an example for others; we overcame the language barrier; we refocused on the customer; and conducted projects to reduce waste and increase capacity to improve unit readiness, and achieve the National Guard Superior Unit Award. I include narratives to illustrate my own lessons learned and engage the audience to think of ways they can set an example of Lean for the people around them, how they might use the tools in conjunction with others, challenge them to identify the customer and product/service they provide, and the processes that actually support the value-add for the customer.

Objectives:

- Set the example.
- Use common language.
- Show what's in it for them, and consolidate small wins.
- Identify your customer and product or service (purpose).
- Identify the processes that support your value stream.

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Managers/Supervisors

Staff Position

15. Title: Our Lean Six Sigma Playbook: How we are learning to fail forward

Name: Jacob Kotalik

Organization: BerganKDV

Description:

Starting in 2016, a group comprised of two consultants and 20 employees, ranging from admin to partner level, worked diligently to streamline the firm's business tax process, improve quality control and training and focus on value to the client.

In this session, participants will hear about how we defined the ground rules and project charter, measured the current state of our business tax value stream map, analyzed the existing process to identify opportunities, and developed an improved process map along with accompanying procedures.

But, most importantly, we will share some of the team's vigorous discussions, a few fumbles we made along our journey and how we kept a positive attitude throughout the process.

This initial Lean project aimed to improve our business tax process in the following ways:

- Develop a consistent process across our six offices which enables us to share talent and resources.
- Develop a more efficient process with reduced waste allowing us to deliver a better-quality product and allow our team members to have additional capacity to provide more value-added services.
- Incorporate new workflow software that allows us to better track projects and key performance indicators.
- Enhance our team member development by incorporating immediate feedback and collaborative work environment within the business tax return process.

This initial project has led us to other continuous improvement opportunities. We are currently embarking on a new Lean initiative for the firm to improve how we process our tax returns for individual 1040 clients, depreciation and audit.

Objectives:

Learn how

- Lean methodology is helping define the firm's future state
- We worked through giving up the "old way" of doing things, the elimination of personal preferences and utilization of a new software to transform the way we are doing business.
- This initiative is a lasting and sustainable part of the BerganKDV culture.

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Managers/Supervisors

CI Professional

16. Title: Creating a Lean Culture to become the Model for Urban Education

Name: Emma Knapp

Organization: Des Moines Public Schools

Description:

Des Moines Public Schools (DMPS) started their Lean journey in 2015 to improve organizational performance and empower employees leading to increased efficiencies, effectiveness and greater student outcomes. Over the last few years, the district has utilized a four-phase approach to implement Lean that included piloting tools, dedicating resources and engaging the willing. The district is now going beyond the use of Lean tools to improve and sustain processes. DMPS is building a Lean culture by developing coaching skills in leaders and creating teams that identify wastes within processes and collaboratively set out to optimize resources and improve customer service. This session will detail the four-phase implementation structure utilized by DMPS and lessons learned along the way.

Objectives:

- Case study of Lean in a non-manufacturing setting
- Describe DMPS's Lean implementation framework
- Lessons learned in creating a Lean culture

Target Audience:

Learning - materials and concepts targeted at attendees inexperienced in the topic being discussed

Practicing - aimed at practitioners who have experience in the topic area and are looking to expand their knowledge with additional tools and techniques

Managers/Supervisors

CI Professional

Staff Position