

LESSON PLAN – WEEK 3

TOPIC: Soft on the People . . . Hard on the Process

Warm Up:

KEEP THE TRADITION GOING . . . Do something fun



Introduce Yourself

We are going to change this week by having the audience do some introductions . . .

- I will choose several people and have you stand and introduce yourself and tell how long you have been with the company and one interesting fact.
- Get APPLAUSE going from the audience . . .

Review Homework from the Last Session

- What is the most common answer to, "What is the company best at adding value to--a product or a service?"
- Complete this sentence as a group: "We add value to the customer/product/or service when we _____."
- This is how a landscape company described value in their company:
 - Any activity that physically changes the appearance of the property in accordance to the customer's expectations . . . EVERYTHING ELSE IS WASTE.
 - OUR GOAL AS A COMPANY . . . ADD VALUE; ELIMINATE WASTE.

Intro Statements:

Today's Topic: SOFT ON THE PEOPLE. . . HARD ON THE PROCESS

Today's topic hits on some of the KEY PHILOSOPHIES of WORKING SMARTER:

- **SOFT ON THE PEOPLE:** Understanding that most people want to do a good job and will help the company to improve if given the opportunity, and are respected, and recognized. WORKING SMARTER means doing this!
- **HARD ON THE PROCESS:** Understanding that most problems and waste in a company occur when a process is not clearly defined and communicated in a way that allows people to WORK SMARTER.

Present the Success Factors

This session will be a success if at the end of it we have discussed and understood the following:

- What it means to give people in the company the opportunity, the respect and the recognition to improve and WORK SMARTER.
- What is needed to clearly define and communicate systems, allowing us to look for ways to improve them.

- We have established the foundation to next week's session on PROCESS MAPPING.

Introduction Points

Some opening comments to introduce the topic and prepare attendees for the session:

- During this week's session, we are going to rely heavily on your input on BRAINSTORMING.

Brainstorm and Engage

To engage the audience and get them involved in the topic, ask the following question(s):

- We are going to brainstorm 3 questions:
- QUESTION 1: What are some effective ways to clearly illustrate showing respect to a person in the company?
 - Choose the number one answer and give a standing ovation to the person who gave it.
 - You just demonstrated "RECOGNITION."
 - Discuss how applause and recognition make people feel.
- QUESTION 2: List examples of situations where a system was not clearly defined and communicated, causing a problem to occur in production or a service.
- QUESTION 3: Actually, this is a challenge . . . as a group, let's write out the steps to making a peanut butter and jelly sandwich. Be as detailed as possible . . . can we get at least 20 steps written? How about 30? **SAVE THIS LIST. You will need it in next week's session.**

Key Points and Discussion

- The Brainstorming we just went through has set the foundation for what we will do with the WORKING SMARTER TRAINING CHALLENGE. We are going to:
 - RESPECT the people in this organization and allow them to help improve the company at all levels.
 - Clearly define the systems and communicate them effectively to everyone in the company.
 - Analyze the systems in detail, just like the PB&J sandwich and look at ways to improve those systems.
- One of the TOOLS that will help us learn to analyze the systems effectively is . . . PROCESS MAPPING and it will be our focus for the next several weeks.
- WHY DO WE WANT TO DO THIS?
 - Get some input on why . . .

- The best answer: "TO ADD VALUE, DRIVE OUT WASTE, AND IMPROVE PROFITS."

Recap and Present Exercise

- Restate the SUCCESS FACTORS of this outline again and ask if we achieved them.
- Hand out this week's observation exercise.
- Explain that it will help in creating a PROCESS MAP in future WORKING SMARTER TRAINING CHALLENGES.

Quote of the Week Discussion

"Every great thing that has ever been accomplished or will be accomplished happens through people."

- How does this relate to what we discussed today?

Next Week's Presenter and Topic

- Topic: Introduction to PROCESS MAPS

Weekly Observation Exercise

In the WORKING SMARTER TRAINING CHALLENGE, we listed all the steps that it took in the process to make a peanut butter and jelly sandwich. Your challenge is to do the same thing for a process that you do during a typical day. Answer the following questions:

1. For what process are you going to list the steps?
Examples: The morning routine, making copies on the copy machine, writing a report, planting a tree, loading a trailer, starting up my machine, calling a customer, etc.

2. List as many of the steps you take to complete this process. How detailed can you make it? How clear can you write it? Number each step . . . HAVE FUN!

“Training Creates the Future”



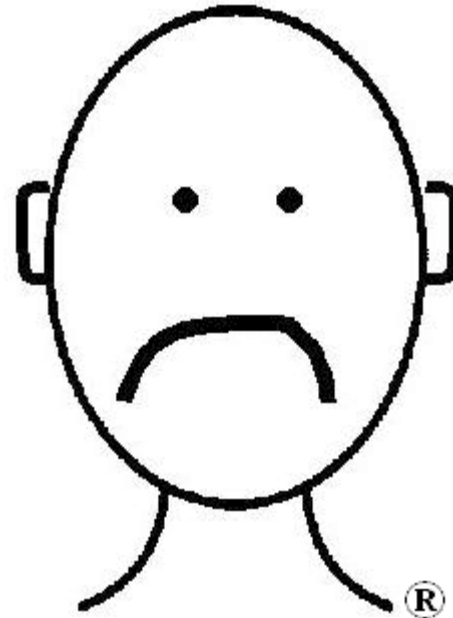
BUILDER



TIP . . .

A BUILDER always looks for the best in people and knows that the most important factor in gaining respect is . . . giving respect.

DESTROYER



TRAP . . .

A DESTROYER tries to gain respect without being respectable and then will complain the longest and the loudest about not getting it to anyone that will listen.