Lesson Plan-Week 7

Topic: Capitalizing on our New Awareness!

Success Factors:
“This lesson will be a success if we...”
• Understand where we are going in the Working Smarter program

Introduction Points:
• You can introduce today’s lesson with the following points:
  o “Through the work we did with Process Maps and Identifying Waste, we now have a new awareness of the opportunity we have to not only make the improvements we’ve already identified but also continue to look for ways to Work Smarter.”
  o “This week’s lesson is dedicated to reviewing how this program will continue to work and what lies ahead. At the end of the meeting today, we are going to ask for your feedback on the program so far.”
  o “Today’s lesson may be a little dry, and not quite as interactive as normal, but we do want to make sure we get everyone’s feedback at the end of the lesson.”

Key Points and Discussion:
• Hand out the Working Smarter training schedule to everyone in attendance. You should CONGRATULATE everyone for the progress they have made already! Draw everyone’s attention to the schedule:
  o “We now know from the past few weeks that we have the ability to identify ways to get better. If we work the program to our fullest potential, we will also be able to not only identify opportunities to Work Smarter but actually take action and get better.”
  o “Over the upcoming weeks and months, there are three key areas that will help us accomplish this. They are the Working Smarter Events, Working Smarter Pods, and the Working Smarter Scoreboard.”
Working Smarter Events:

- On the Training Schedule, draw everyone’s attention to the first Working Smarter event in weeks 14 and 15.
  - “We do not need to wait until week 14 and 15 to start to take action and drive out waste, but when we get to this point, we won’t have a choice. The Working Smarter Event will coach us through the process of holding an event with the specific purpose of improving a process and, most importantly, standardizing this improved process.”
  - “We will have four of these events planned out for us over the course of the next 43 weeks.”

Working Smarter Pods:

- On the Training Schedule, draw everyone’s attention to the first Working Smarter Pod in weeks 16-19.
  - “The first 13 weeks of Working Smarter are primarily dedicated to education and creating a foundation from which we can start taking action. The education doesn’t totally stop after this period, however.”
  - “The Working Smarter Pods mix education with the opportunity to apply what we have learned to improve our business. We will also have the opportunity to customize the program and choose the order in which we work through the Working Smarter Pods.”
  - “Each Pod will be 4 weeks long. The first week will be dedicated to introducing a Working Smarter Topic. The second week will be a meeting dedicated to creating a plan for implementing what we just learned into our business. The third week will be dedicated to actually implementing or applying the idea. And the fourth week will be dedicated to evaluating how we did and how it will help our business moving forward.”

- Hand out the Working Smarter Pods handout. You can ask different people to read the descriptions of each one and ask the following questions after each one is read and get some answers up on the flipchart as you go:
  - 5S: Have someone read the description from the handout and then ask, “Where do you think we could apply a 5S project?”
  - Standard Work: Have someone read the description from the handout and then ask, “What are some processes where we would benefit in having standard work written?” Examples might be answering the telephone, changing oil in the lawn mower, making copies, etc.
o 4P Training – The 4 Ps of training are Prepare, Present, Practice, Perfect. You will learn to train employees how to perform specific tasks using these techniques.

o Marketing with Working Smarter – Learn how to use your involvement in Working Smarter in your marketing tools to separate your company from the competition.

o The 8th Waste: Have someone read the description from the handout and then ask, “Why does this type of waste occur?” Some general possibilities include lack of communication, no opportunities for offering suggestions, or no process in place for improvements to be made.

o Better Results Campaigns: Have someone read the description from the handout and then ask, “Where could we use a Better Results Campaign to create a plan to achieve a specific result?” This answer could be for any project that needs to be completed but no one seems to no where to start or how to accomplish it.

o Personal Growth: Have someone read the description from the handout and then ask, “What types of things could we learn about to help us to grow as individuals?” This list is endless. Some ideas might be reading a book as a team, setting goals, exercising, making healthy lifestyle choices, working on attitudes, being willing for change and learning to step out of your comfort zone.

The Working Smarter Scoreboard:

- Make sure to bring the Working Smarter scoreboards you received in the mail to this lesson. You should take them out and show them to the group at this point.
  - “If winners keep score, and we want to continue to create wins for our business, we know we need to be keeping score!”
  - “This simple scoreboard concept will help us recognize the wins we are achieving as we move through the Working Smarter Events and Working Smarter Pods. Next week’s lesson will be completely dedicated to how we are going to get the most out of our scoreboard!”

Brainstorm & Engage:

- Try to get some feedback from the group. You can initiate the discussion with the quote below, but if people are slow to speak or don’t have much feedback, start asking people directly what one thing they have learned so far.
“We have now successfully trained for 7 weeks and we have also reviewed what we will be doing in the weeks ahead. I would really like your feedback on these two questions...”
  - What are you most excited about moving forward?
  - What are you most concerned about moving forward?

IMPORTANT: Make sure somebody is taking notes as the feedback comes in. Please share this feedback with JP Horizons. We want to help you address the concerns you are having AND we always love hearing about what your group is excited about moving forward.

Recap:
- Recap today's lesson:
  - “Hopefully, after today's lesson, everyone has a clearer idea of where the program is going. Hopefully we see how our NEW AWARENESS of how we can evaluate and improve our process will be put to good use over the upcoming weeks.”
  - “Everyone should feel great about the progress we are making!”

Quote of the Week and Builder Destroyer Poster:
- “The future ain’t what it used to be.”
  - Yogi Berra
    - “What do you think this means and how does it relate to today's lesson?”
    - “Hopefully if we stick to the plan, a better future awaits!”
- Have someone read the Builder Tip and Destroyer Trap and post copies on your Working Smarter communication board and in different areas around the company.

Next Week’s Lesson:
- The Working Smarter Scoreboard
- If someone else will be facilitating next week, recognize that person.
- Explain the topic
  - “Next week we will discuss how the Scoreboard works and how each of us will continue to have an impact moving forward.”

THANK EVERYONE FOR THEIR TIME AND PARTICIPATION!
**TIP . . .**

BUILDERS stay excited about learning and applying new information because they know it is helping them to grow and to become more effective in their careers.

**TRAP . . .**

DESTROYERS will put up resistance in learning something new, fearing that they will be challenged to rise to a new level of accomplishment and responsibility.
Foundation Period
1- Welcome to the Working Smarter Program
2- What is a Win?
3- Soft on People...Hard on the Process
4- Learning to Process Map
5- 7 Types of Waste
6- Finding Waste in our Process Maps
7- Capitalizing on our New Awareness
8- The Scoreboard
9- Builders & Destroyers
10- Observation Ovals
11- What did you observe?
12- Creating Continuous Wins
13- What are you going to do now?!

Pod Structure
- Topic
- Structure a Win
- Apply
- Evaluate

Pod Topics
- 5S
- Standard Work
- Marketing with Working Smarter
- 4P Training
- The 8th Waste
- Better Results Campaigns
- Personal Growth
Working Smarter Pods
Handout

5S – Learn about organizing a space (a desk, a room, a garage or even your computer files) for optimum efficiency and, most importantly, how to take the steps that will allow us to sustain the changes we made. The 5S’s are Sort, Shine, Set in Order, Standardize and Sustain.

Standard Work – Standard Work is one of the 5S’s, which is a concept similar to Standard Operating Procedures, but there is an emphasis on what to do with the Standard Work documents once we have them in place, so they are not lost in a file drawer but rather used to improve our processes and as a basis for training new employees.

4P Training – The 4 Ps of training are Prepare, Present, Practice, Perfect. You will learn to train employees how to perform specific tasks using these techniques.

Marketing with Working Smarter – Learn how to use your involvement in Working Smarter in your marketing tools to separate your company from the competition.

The 8th Waste – Some people say there are actually 8 types of waste. The 8th waste often refers to when we don't maximize on employees’ creativity and potential.

Better Results Campaigns – Learn about a tool to create action plans to achieve a specific result by creating specific actions and assigning a who and when to them.

Personal Growth – This pod will focus on the importance of growing as individuals.