

Facilitator Training for Lean Leaders*

**This course is taught onsite at client organizations.*

This workshop will prepare and sharpen the skills of Lean Leaders in their continual role of supporting discussions, conflicts, and decision-making in groups working through the Lean process. Dealing with and using people's knowledge and experience is critical at every juncture of the process. This workshop will provide participants the necessary skills to deal with the multiple issues occurring in meetings and with the team interactions that may follow.

Course Objectives – Upon Completion Participants Will:

- ✓ Understand role of the Lean facilitator and how to use it to build and maintain a high performing team
- ✓ Acquire a flexible set of tools and techniques to provide structure to group discussions
- ✓ Learn facilitator strategies to use at different stages of Lean workshops and team development
- ✓ Study options for making decisions and overcoming barriers to buy-in
- ✓ Examine strategies for constructively dealing with conflict and encouraging effective group behaviors
- ✓ Develop specific facilitation strategies to improve the overall effectiveness of any Lean workshop

SAMPLE AGENDA

Day 1 • 8:00-4:30

ICE BREAKERS
FACILITATOR- SELF PERCEPTION
FACILITATION SKILLS INVENTORY
ROLES OF THE FACILITATOR
OUTCOME ORIENTED MEETINGS/AGENDAS
PREVENTION VERSUS INTERVENTION
AUTHENTICITY
CONTRACTING FOR ROLES
PROCESS VERSUS CONTENT

Day 2 • 8:00-4:30

FUNDAMENTALS OF FACILITATION
INDIVIDUAL BEHAVIORS
PERSONAL BEHAVIOR STYLE PROFILE
COMMUNICATION (VERBAL AND NON-VERBAL)
TEAM BEHAVIORS
EFFECTIVE TEAMS
STAGES OF TEAM DEVELOPMENT
GROUND RULES
ROLE OF CONFLICT & CONFLICT RESOLUTION
INFLUENCING OPTIONS
DEVELOP FACILITATION TOOL KIT

Day 3 • 8:00-4:30

HOW TO CONNECT WITH YOUR WORKSHOP
TEAM
ROLE OF THE LEAN FACILITATOR
LEAN FACILITATION SKILLS DURING EACH PHASE
OF A WORKSHOP
FACILITATING CHANGE
QUESTIONING TECHNIQUES
BUILDING CONSENSUS

Day 4 • 8:00-4:30

HOW TO KEEP THE TEAM FROM DERAILING
LEAN WORKSHOP APPLICATION SCENARIOS &
ROLE PLAY
FACILITATION PRACTICE

Day 5 • 8:00-3:00

FACILITATION PRACTICE
PROFESSIONAL GROWTH PLAN

Here is what participants have to say about the JWA Facilitator Training:

“The instructor was awesome! The energy and enthusiasm was contagious and left me wanting more time for this training. The activities were very helpful and tied together the lecture with real applications.”

“Worst-case scenarios, tips, and role playing were priceless. It exceeded expectations. I don’t think the RPI training I had would have been complete without this week.”

“Excellent facilitation. The material was greatly applicable to daily professional and personal life.”

“I enjoyed your emphasis on authentic conversations. I also enjoyed the way that you were able to demonstrate the facilitator tools without making me feel ‘managed’ or ‘manipulated.’”

SEMINAR LEADER

Lisa Williams has guided healthcare organizations through their unique challenges for over 15 years. Her successes include hospital and long-term care administration, organizational change, process improvement, survey preparedness, program development, quality improvement, and regulatory compliance. Lisa has taught management communications, research methods & statistics, and organizational theory & behavior at the college level. She also served on a governor-appointed state board providing regulatory oversight to nursing home administrators. Prior to her consulting career, Lisa served as the Hospital Administrator for Group Health Cooperative's two-hospital system and East King County Project Director, the Assistant Administrator of the University of Mississippi Medical Center, and Administrator at Jaquith Nursing Home. She has also worked with Overlake Hospital Medical Center, Group Health Permanente, Providence Health System, the Mississippi Department of Mental Health, The Joint Commission, Children's Hospitals & Clinics of Minnesota, MemorialCare Health System, The Everett Clinic, University of Washington, and Texas Tech University. Lisa holds a Masters in Public Policy and Administration, Nursing Home Administrator License, Bachelors in Business Administration, and Graduate of the John C. Stennis Institute for Government Executives.

TO REGISTER

*This course is offered as an onsite training course at your location.
Please call Kitty Searles, JWA Training Manager, at
425-283-6747 or kitty@jwaconsulting.com*

ONSITE SUMMARY

Facilitator Training for Lean Leaders – 5-Day Course; *JWA Delivers Training*
(Maximum: 12 Participants)

JWA provides all training material, delivery and planning support; JWA conducts pre-training "readiness check" to review training preparation and logistics set up; client provides the following to the specs set by JWA:

- *Training Room and Breakouts as required (including supplies)*
- *Supply list provided by JWA*
- *LCD projector/screen/speakers*
- *Video taping of participants*
- *Daily break and lunch food*