

## Developing Leaders Public Course Offerings

### Organizational Development

#### **Teams Training**

Looking at classic teams theory and practical application this hands on course provides participants with experiential learning in how to navigate the team environment successfully.

#### **Dealing With Change**

We have all heard the phrase “flavor of the month”. Learn how to introduce change into your business in a way that allows your team to accept it rather than fight it. This course teaches employees the process of change helping them to understand what they are going through and how to cope with it. Includes the concepts of grief and stress. Can include a change style instrument to better prepare employees.

#### **Effective Communication**

The most under developed skill in most organizations; this workshop utilizes the DISC preference model to assist participants in understanding how to be effective communicators regardless of the differences that separate us.

#### **Decision Making**

Having good process for critical decisions is a crucial need for most businesses. Rather than making decisions by instinct gut or emotion, this workshop provides participants with a practical step-by-step approach to making rational decisions that will help their bottom line.

#### **Feedback and Conflict Resolution**

We can never practice this enough, knowing how to give and receive feedback can be a significant advantage to an organization that wants to improve performance. This workshop uses hands on methods and multiple role-plays to ensure student learning is well grounded.

#### **Facilitation Skills**

Organizational meetings can be the most ineffective and wasteful activity that we use in organizational life. This straightforward seminar will walk through a simple process of how to use the right tools to ensure meetings are on schedule, productive and value added.

#### **Customized Organizational Solutions Available**

## **Business Improvement: Lean**

### **Lean Manufacturing: Introduction**

An overview of the Lean toolkit and its use in manufacturing and distribution contexts. Participants are introduced to the foundational elements of lean and how they work together to create value in the enterprise. Uses a fun, hands-on interactive exercise to understand the lean toolkit.

### **Lean Manufacturing Leadership**

It is not uncommon to hear of failed initiatives often called flavor of the month. Lean has in many organizations suffered this fate. In the Lean Leadership module we uncover the primary strategies to ensure your implementation does not fail. We will discuss the vision of lean and how it can be sold organizationally.

### **Lean Manufacturing: 5S**

All Lean enterprise is founded on the basis of 5S and the additional core value of Safety. This course walks participants through the elements of 5S in a practical way to enable them to apply the skills in their facilities. The concepts of leadership and employee accountability are added here to ensure that participants understand how to implement 5S and have it be successful.

### **Lean Manufacturing: Flow**

The concept of flow is central to the Lean enterprise. By creating processes that have smooth continuous flow we accelerate the organizations ability to create value for their customer. This module examines the primary stumbling blocks to flow and offers practical tools to implement. The process of developing value stream mapping is a core tool in this module.

### **Lean Manufacturing: Waste, Error Proofing**

In Lean we recognize that waste in its 8 forms is the enemy of a productive enterprise. In this module we study the eight forms and how to find them. We also cover the concept of error proofing and how this tool is central to ensuring that improvements made are maintained.

### **Lean Manufacturing: Kaizen**

Once we understand the concepts of 5S, Flow and waste we can then begin to look at the process of Lean enterprise improvement. This module introduces the various forms of Kaizen improvement and demonstrates through hands on exercise and practical examples how to use Kaizen in the participant's facilities.

## **Business Improvement: 6 Sigma**

### **Lean 6 Sigma Introduction**

If you are curious about the 6 Sigma methodology of business improvement or ready to launch a full implementation, this course provides an overview to introduce the language, toolkit, and methodology of 6 Sigma. This is a 4-hour training module.

### **Lean 6 Sigma Champions Training**

A leadership-training module designed to help organizational leaders with their implementation decision and roll out plan. In the 6 Sigma Champions module we uncover the primary strategies to ensure your implementation is successful. We will discuss the vision of 6 Sigma and how it can be sold organizationally. This is a 4-hour training module.

### **Lean 6 Sigma White Belt**

Similar to the introduction course, this module is a more in depth training designed for professionals, supervisors and managers who are going to implement the 6 sigma methodology and want to get familiar with its use. This is an 8-hour module.

### **Lean 6 Sigma Yellow Belt**

Yellow belt training is designed for those employees who will be active project team members and may be considered for green belt candidates at a later time. This module goes through the 6-sigma toolkit in some depth but stays light on the statistical aspects of the methodology. This is a 24-hour program.

### **Lean 6 Sigma Green Belt**

Green belt training is a full 6-sigma program with the intent of developing the skills of the participants into qualified green belt candidates. Participants are required to complete a project as part of the curriculum. Participants are mentored through the process by the trainer who is a Lean Six Sigma Black Belt. Participants give project updates through the program to further enhance their skills. When complete candidates will be prepared for a certification exam that is not included. This program is 40 hours in length but can be customized to individual corporate needs.

### **Lean 6 Sigma Black Belt Mentoring Program**

Candidates who have completed the green and or yellow belt training programs can engage the services of a black belt mentor to complete their current projects and further process improvement. This program is available at competitive rates and is not currently covered under the ETP program. Please inquire for a quotation.

## **Business Improvement: General**

### **Problem Solving:**

An introductory program designed to help inexperienced employees learn the basics of problem solving in business. Program uses classic theory with real world practical examples to teach participants how to solve basic problems and to collect the needed information to solve more complex problems as well.

### **Continuous Improvement Mindset**

Learn the tools of successfully turning even the most significant failure into an organizational learning opportunity. You have already invested in it; you certainly should ensure that some value is extracted. This course presents a straightforward method to ensure your organization capitalizes on and learns from both successes and failures.

### **Process Documentation and Design**

This module is designed for businesses that understand the need for consistent employee performance and want to learn the basics of proper documentation and control. We will cover flow-charting, layout and design as well as procedural development. This program is foundational to any organization pursuing ISO certification.

### **Customized Organizational Solutions Available**

## **Sales Leadership**

### **Goal Setting for Sales Success**

The majority of the US population (97%) does not have written intentional goals. You may have given them quotas but without goals will they hit them? This seminar teaches how to set goals aligned with your passions and talents. Such goals allow you to persevere in the face of adversity and rejection.

### **The Sales Mindset**

Believe it or not many sales people have a negative destructive belief about the sales profession that will keep them from succeeding. Further their financial thermostat is set way lower than you can afford it to be for your organization to hit its sales targets. This seminar helps participants to remove the mental barriers to successful goal completion as well as how to make goal setting and achievement a consistent life long practice.

### **Customer Relationships not just Service**

Everyone talks about customer service, who is talking about customer relationships. This critical aspect of the sales process is the difference between success and failure. Since your prospect is naturally skeptical and suspicious of “sales people” how will you get past their objections and make the sale. The answer lies in the ability to create trust and an effective relationship. Contrary to popular belief this need not slow your sales process, creating effective relationships can increase your close rate by generating trust.

## **Business Development**

### **Performance Management**

A straightforward approach to effective performance feedback; this course will walk through a yearly process that will enable your organization to achieve superior employee performance.

### **Leadership Skills**

Designed not to discuss traditional management tasks as most seminars do, this workshop covers the fundamental aspects of effective leadership including self leadership, group leadership, purpose leadership, context leadership to name a few. This course is intended for senior level executives but can be adapted to mid level leaders and junior leaders as well.

### **Effective Team Leadership**

A critical aspect of organizational leadership, executives and managers must know not only how to self lead and subordinate lead but also how to navigate the tricky terrain of leading laterally. This course dives into the concept of influence and collaboration as means to achieve organizational goals and priorities.

### **Organizational Culture and On-boarding**

A commonly misunderstood concept, culture is an unspoken behavioral pattern that all follow and few can articulate. For this reason new employees often are baffled by how to fit in and succeed especially at higher responsibility levels. This workshop will help participants better understand their organizational culture and present a process for on-boarding that will enable the investment in new employees to pay off more consistently.

### **Change Leadership**

The most challenging aspect of leadership is guiding a team through a change process such that the new reality becomes permanent. This course presents current models of leading change alongside an introspective review of the leader in the change process. Using real examples participants will be challenged to take a critical look at their past change efforts to enhance future opportunities.

### **Leadership Coaching Program**

Candidates who have completed the leadership skills, effective team leadership or organizational culture modules can take advantage of ongoing leadership coaching services from an International Coaching Federation certified coach. This program allows leaders to accelerate their leadership growth through direct feedback, and a mixture of awareness building and skill building development exercises. This program is available at competitive rates and is not currently covered under the ETP program. Please inquire for a quotation.

### **Customized Organizational Solutions Available**

## **Small Business Development**

### **Entrepreneurial Skills: Business CPR**

You started your business with the best of intentions, it grew, you achieved some success. Now comes the challenge. How can you keep your business healthy and growing while you are stuck in it, doing it every minute. Stuck in it you cannot do the critical things necessary to grow it! This seminar will identify the common pitfalls of how start up businesses fail and what you can do to avoid them. We will address the most crucial aspects of running a successful business and the strategies to ensure they are taken care of.

### **Business CPR Part 2**

In business CPR 1 we explored the reasons why most entrepreneurial start-ups fail. In CPR 2 we teach you the crucial skills to succeed as an entrepreneur. We help you uncover the roadblocks located between your ears and replace them with strategies that will grow your business. We will cover self-limiting beliefs, the power of attitude, goal setting and achievement and many others in this action packed seminar.

### **Customized Solutions Available**

## **Career Advancement / Personal Development**

### **Career Starters**

Do you have an 18-28 year old child living at home? Are they lost in the current economy? Don't like the retail prospects and not sure how to start their career?

This seminar is for you AND them. We will explore healthy strategies to support your young adult child as well as career skills training for the "Career starter" Its tough out there. You need every advantage you can have. This course will give you access to the skills and experience of a professional career coach.

### **Goals for Life**

Are you part of the 97% of the population who do not have written intentional goals? If so you are almost certain to be living well below your potential. In this two part seminar we first teach you how to set goals that are aligned with who you are and what you are good at doing. In part two we help you to remove the mental barriers to successful goal completion as well as how to make goal setting and achievement a consistent life long practice.

### **Customized Solutions Available**

## **Ron Hurst Bio**

Over the past 15 years Ron Hurst has diligently become an effective and meaningful trainer and consultant. Skilled in multiple dimensions of business and training methodologies, Ron brings a unique perspective to his clients. To formalize his abilities he completed a Masters degree in leadership and organizational development from the University of La Verne (2006). This degree is foundational to his ability to deliver training that is relevant, effective and timeless to his clients.

Ron also holds a certificate in Evidence Based Coaching, a Masters in Business Administration and a Metallurgical Engineering bachelor's degree to round out a broad experience base of education. This matches up well with his 23 years of manufacturing experience in both Canada and the United States. Throughout his career Ron has expanded his skill set through successful achievement in Operations, Research, Sales, Quality and General Management. He has been trained in Lean Six Sigma and holds a black belt in this discipline. He has been trained in lean manufacturing and several other continuous improvement strategies including TQM, Kepner Trago and Juran Quality Planning. Ron is also active in numerous not for profit enterprises, from executive leadership roles to frontline volunteer.

From humble working class roots Ron has always sought to walk a mile in the other guys shoes, understand a problem from the inside. Offer advice that is both candid and contextually sensitive. Ron is eager to offer you his expertise in problem solving, communication, continuous improvement, business management, leadership and many other areas. With Ron working for you as coach, trainer and consultant you will realize significant benefit and improvement.

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