

Catalyst's Lean Six Sigma Public Training Courses



Lean Six Sigma Greenbelt and Change Management – Skills for Change Agents (7 days)

Suitable For	This course will suit anyone who needs a strong understanding of the DMAIC process and the structure of Lean Six Sigma projects. Focusing on the non-statistical tools, it is ideal for members of Lean Six Sigma project teams and project sponsors. This programme will benefit: Champions; Master Black Belts; Green Belts or other Change Agents, who wish to update their Change Management skills
Duration	7 days
Dates, Prices and Locations	Please view the website: www.catalystconsulting.co.uk
Book Now!	Call + 44 (0) 845 345 2282 or email info@catalystconsulting.co.uk

Why attend this course?

As well as a thorough understanding of the Lean Six Sigma **DMAIC** methodology and practical training in the most frequently used tools, delegates will come away equipped with a set of leadership and change management tools which are applicable in any project. Catalyst has identified that these 'soft skills' are often lacking or not covered in sufficient depth in traditional Lean, Six Sigma and Project Management training courses. This frequently results in the full potential of Lean and Six Sigma projects not being achieved in practice. Inability to gain senior management buy-in is one such example which is often mentioned for failure of such projects.

Course Outline

This course will give delegates a good foundation level understanding of Lean Six Sigma and how it works in practice, alongside a framework for managing change to ensure process improvements are accepted and implemented across an organisation. The course runs over seven days, structured in two modules which are also available for booking individually:

Accelerated Foundation Green Belt (4 days)

This module will give delegates a thorough understanding of what Lean Six Sigma is, and how it works in practice without yet requiring the more advanced statistical tools. It is ideal for members of project teams, project sponsors or those who need to learn about the everyday tools of **Six Sigma** and **Lean**. The course includes practical training on the most commonly used Six Sigma and Lean tools and on completion of this course delegates will be able to work effectively as members of **Six Sigma DMAIC projects**. This course has proved to be equally relevant to manufacturing and service/transactional environments. Each delegate receives a comprehensive materials pack including a copy of Catalyst's 145 page published Six Sigma Improvement Journey tool book plus the Catalyst memory stick that contains a host of useful templates, guides, and full copies of Flowmap (for process mapping), SPC Plus (for Control Charts) and CPM Critical Path project planning. The four day foundation module explores the Lean Six Sigma Project Structure and includes: change management; project definition, charters, stakeholder analysis; process/value stream mapping; voice of the customer, Critical-To-Quality (CTQ), input/output measures, data collection; control charts, root cause analysis and basic non-statistical tools. A number of individual and team exercises are used to reinforce the concepts and encourage use of the tools. This course provides sufficient background for delegates to begin refining, in detail, their own DMAIC projects.

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Change Management (3 days)

This module covers the 'softer' tools required in Lean Six Sigma projects by providing a **framework for managing change and a set of change management tools** designed to enable you to effectively manage a change project. To ensure that Lean Six Sigma process changes are being fully adopted and improvements achieved this change management framework is used within the phases of the Lean Six Sigma project. **Lean Six Sigma projects can only be successful if the process improvements are implemented and accepted by the organisation. Only then will the long term benefits be realised. To achieve such benefits often requires changes in personal behaviour as well as cultural shifts across organisations.**

Catalyst Consulting has developed a framework for managing change that has proven to be highly successful in helping organisations through the implementation of Lean Six Sigma projects. This framework and a comprehensive set of change management skills form the backbone of this module. Delegates will have the opportunity to understand the concepts and apply the skills during the programme. The course is full of exercises to give practical experience in applying sound theory and techniques to the situations you will be facing in your organisation. In addition, video case studies give a number of real world examples. The programme has proved very popular with very high satisfaction ratings from delegates.

This module will enable delegates:

- To understand how change happens in organisations
- To understand the culture of your organisation and project alignment to it
- To understand your role as a Change Agent
- To apply soft skills to help others to accept change
- To optimise project outcomes and benefits through greater acceptance

Topics include:

- The importance of change in Lean Six Sigma Projects
- Lean Six Sigma Change Process Overview
- Dealing with Resistance
- Leadership & Persuasion Skills
- Team effectiveness
- Change Program Planning
- Change Program Monitoring & Reporting

Don't take our word for it, hear from previous delegates:

'An excellent course with tools that have been extremely useful in my role'.

Sally Graham, NTL Telewest Business, Foundation Green Belt Programme

'Many thanks, well facilitated. Good method, relaxed approach. Good balance of group and theory work'.

Neil Pritchard, BAA, Lean Six Sigma Green Belt programme

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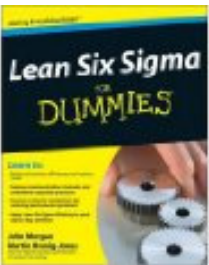
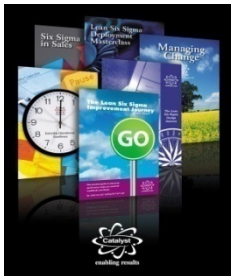
About Catalyst Consulting

Catalyst Consulting Ltd is a UK based specialist in business improvement techniques. We provide in-company and public Lean Six Sigma Training and Coaching support. Catalyst also provides a range of related services – including Balanced Scorecard, Hoshin Kanri, Kaizen, Process Management, Change Management, Leadership plus EFQM Model support and training. The company was established in 1995 and has trained literally thousands of people at all levels in Lean and Six Sigma techniques. Catalyst was selected by GE as European Trainer for their Black Belt and Master Black Belt programmes and the only external organisation accredited by GE Capital to provide Master Black Belt training in Europe. Our client list includes over 50 'blue chip' organisations including GE, Yell, BAA, Sun Microsystems, Lloyds TSB, O2, Siemens Medical, Dyson, Saint Gobain, Abbey National, BT, FLS Aerospace, NHS Trusts, Local Authorities, Financial Ombudsman Service, Novartis, Volvo and Rolls Royce. **The majority of this work has come as a direct result of recommendation from client to client.**

Venues

Our Public Training courses are held in Stratford upon Avon, Edinburgh, London and Paris.
Stratford upon Avon courses take place at the Swans Nest Hotel, a beautiful riverside location with many excellent restaurants and plenty to see and do 'after training,' especially visiting the home of the Royal Shakespeare Company, all within walking distance of the training facilities.
Edinburgh courses take place at the Offices of Quality Scotland ten minutes from Princes Street.
London courses take place in The Institute of Engineers Building 2 Savoy Place in the heart of the centre, close to Covent Garden and the West End.
Paris courses take place at the Minitab SARL training centre, 1 Cite Paradis, 75010 Paris. This training facility is situated very close to the Gare du Nord, Gare de l'Est and Gare St. Lazare.

Support Materials

	<p>We have a large range of highly acclaimed supporting materials to help us achieve our mission to enable results both for our clients and participants.</p>	
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To book places on our training programmes and assessment days or for further information, please contact us:

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+44 845 345 2282 (outside the UK)
email: info@catalystconsulting.co.uk

To view customer testimonials, please visit our website at: www.catalystconsulting.co.uk