

The background of the image features silhouettes of several people climbing a mountain range. One person is on the left, another is in the middle reaching out, and a third is on the right climbing a peak. The sky is a gradient of dark blue to light orange, suggesting a sunset or sunrise. The overall mood is one of teamwork and achievement.

SCHOOL OF OPERATIONAL EXCELLENCE COURSES CATALOGUE

2022 – Version 1

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1. SCHEDULED COURSES

Our scheduled courses are our most popular courses and are hosted in a virtual classroom every month. To book a place, simply visit our Eventbrite bookings page.

<http://combined-minds.eventbrite.com>

Alternatively, you can take advantage of a group discount, and train a team of employees in a virtual classroom or we can visit you on-site.

To enquire about group booking please contact us.

1. Lean Foundations Course
2. Project Management Essentials
3. Coaching Skills for Managers



Lean Foundations

This course is for Management and Leadership at all levels in an organisation where the organisation is adopting a Lean Management strategy.

It focusses on the Foundations level of the Lean Temple by introducing structured problem-solving events, standardisation and levelling of processes and workflow, introduction of visual management and the concept of Total Productive Maintenance.

Project Management Essentials

The project management essentials training course provides full or part time projects managers with the structure and materials that will help to understand the essential elements and tools of project management and will enable learners to manage small to medium sized projects.

Coaching Skills for Managers

Coaching has become a necessity in organisations across the world. The key aim of the course is to ensure leaders drive results by supporting your team members in their learning, enabling them to develop the skills, knowledge, and attitude necessary to successfully deliver their job responsibilities and goals.

2. FACILITATED LEAN ESSENTIALS WORKSHOPS

Our Lean Essentials Workshops are designed to break down the Lean Foundations into manageable starting points for Lean implementation.

The workshops provide the organisation with tools, techniques, hints and tips on how to implement fundamental requirements for High Performing Teams and Workplaces, with a tailored action plan on implementation.

Hosted virtually or on-site by a trained Lean Facilitator/Trainer, the workshops deliver a structured action plan on how to improve the organizational processes, communication, standards and skills.



Kaizen Workshop

We facilitate Kaizen Problem-Solving workshops with a select team to help organisations get to the deep-rooted causes of their issues and problems.

These events are designed to give the organisation clarity if they are struggling to remove recurring issues, have excessive wasted cost, or don't understand why problems are occurring.

5S Implementation

5S is the name of a workplace organisational methodology that focuses on cleanliness and standardisation to improve the workplace environment, productivity, safety, team morale and customer perception.

The main objective of the "5S Programme" is to implement a structured and focussed housekeeping improvement plan, that will provide a cleaner working environment, increased efficiency, and sustainable standards across the entire workplace.

Lean Essentials – Process Identification and Creation

Processes are at the very heart of every business. However, failure or breakdown in Process is one of the most common causes of problems in a business because either they are not clearly defined, or they are not communicated throughout the business effectively.

Learn about how to clearly identify what the different Processes are within your business.

Discover the difference between them, clearly understand what you should do with them, and how they can be used as an effective business operational tool.

Lean Essentials – Problem Solving

Every business encounters problems, some bigger problems than others. But what effect are they having on the business and how are they being approached.

Are you getting to the real root cause of the problems or just sticking a sticking plaster on the symptoms?

In this workshop you will understand what the main principles are behind a simple and structured problem solving technique, and why it should be adopted.

You will learn how to conduct and document a problem solving exercise, then learn how to prioritise and sustain the solutions that are generated from the simple problem solving exercise.

Lean Essentials – Basic Housekeeping

Good housekeeping practices are proven to improve standards, efficiency, morale and Health & Safety in the workplace.

However, you some organisations don't need to run a full 5S programme to improve the standards in the workplace.

The Lean Essentials Housekeeping Workshop helps the organisation to transform the environment that you and your teams work in by creating agreed housekeeping standards that the teams can manage and sustain long term.

Lean Essentials – Communication

Communication is essential to any business, however, it can go horribly wrong if a business doesn't communicate correctly internally.

Whether that is communicating the wrong message, using the wrong methods, or not communicating at all.

This workshop is designed to help multi-tiered and multi-function businesses to implement a strong communications structure and some very simple methods of communication that will transform the business.

3. COURSES

Our one-day and half-day courses are ideal for Managers and Leaders who are wanting to grow and develop their skills in Lean, People and process management.

They can be booked as a 1-2-1 training session with an Operational Excellence Trainer/Coach or take advantage of group discounts for a team of trainees via virtual classroom or on-site.

To enquire about any of the following courses please contact us.



- **Lean Basics (1/2 Day)** – This half day workshop is training for the front-line operators when an organisation is implementing Lean. It helps the operators to understand their role in the implementation and how they can drive operational improvement.
- **Coaching Skills for Managers (1 Day)** - Coaching has become a necessity in organisations across the world. The key aim of the course is to ensure leaders drive results by supporting your team members in their learning, enabling them to develop the skills, knowledge, and attitude necessary to successfully deliver their job responsibilities and goals.
- **Planning for Change (1 Day)** – This 1-day course is aimed at Management and Leadership teams, and explains what change is, how it effects the workplace, and how the message can be delivered to the organisation in a way that engages the teams.
- **Essential Management Skills (1 Day)** - These Essential Management Skills training course materials are suitable for anyone that works in a management or leadership role. They will provide the perfect foundation for new managers to develop and grow, while giving existing managers the chance to review their current skills and build on their performance.
- **Facilitation Skills (1 Day)** - The facilitation skills training materials will equip participants with knowledge and skills to enable them to identify effective facilitation, where intervention is required, what tools to use and when to use them.
- **High Performing Team (1 Day)** - The ‘high performing teams’ training course materials will give participants the knowledge and skills required to develop and nurture their team, ensuring they are better able to meet the challenges of your organisation and to meet business goals. The training would be suitable for managers, leaders, supervisors, and anyone else that needs to work with a team.
- **Leading Effective Teams (1 Day)** - The training course materials based on leading teams will help you to develop anyone that leads a team or is involved in a leadership role. It is also useful for those that are about to embark on a position of leadership or need to develop their leadership skills.

- **Managing Upwards (1 Day)** - Managing Upwards training course materials will provide your participants with the tools and techniques required to effectively work with their managers. The content will help them adapt their own approach to work in such a way that they can develop a positive work relationship with their manager, which in turn will improve their personal skills and make them a more effective employee.
- **Managing Performance (1 Day)** - Anyone in a position of managing or leading others will benefit from the message delivered by these managing performance training course materials. These training course materials set out to help your participants manage the performance of their workforce through common sense techniques that focus on the effective use of communication and goal setting to improve productivity and increase morale and motivation.
- **Managing Workplace Culture (1/2 Day)** - These training course materials are centred around the elements of the Cultural Web and a series of thought-provoking activities are undertaken to determine what culture exists within the workplace. Having established this, participants are then encouraged to look at how they can start to change things where needed.
- **Mentor Training (1 Day)** – The Mentor Training course has been designed to provide advice, support and guidance to anyone that may be taking on the role of mentor. Therefore, the mentor training course is aimed at anyone who has been asked to take up the role of mentor or may be asked as part of their working role.
- **One Minute Managing (1 Day)** - The One Minute Managing training course materials are suitable for anyone in a management or leadership role. Delivering this course will help you demonstrate to participants that there are some simple techniques and processes that can be followed to help make leadership simpler. It also demonstrates that leadership is all about getting things done through people and focuses on three main practical management techniques that will help managers get the best out of their team.
- **Time Management (1 Day)** – This Time Management training course is aimed at anyone employee or manager that needs to improve their personal effectiveness through time management. It is designed to get people to think proactively and improve and organisations productivity by getting people to focus on important tasks.

4. ONE HOUR BITESIZE

Our bitesize courses are ideal for Managers and Leaders who are wanting to grow and develop their skills in Lean, People and Process management, but need to fit it into a busy schedule.

By stringing together various bitesize sessions, we can tailor a training programme to a personal or organisational requirement.

These sessions can be booked as a 1-2-1 training session with an Operational Excellence Trainer/Coach or take advantage of group discounts for a team of trainees via virtual classroom or on-site.

To enquire about any of the following courses please contact us.





- Collaboration at Work
- Decision Making Process
- Delegation Skills
- Effective Communication
- Engaging Teams with Data
- Facilitation Skills
- Introduction to Coaching
- Managers guide to appraisals
- Mentoring Basics



- Problem solving techniques
- Positive Leadership
- Setting Ground Rules
- Setting Smart Objectives
- Succession Planning
- Understanding Change
- Understanding Workplace Risk
- Understanding Motivation

