

25TH ANNUAL



25TH LCI CONGRESS
OCTOBER 24-27, 2023

Supercharge Your Influence as a Lean Champion

Joanna Lee, Unconventional Works
Tom Richert, Rising Terrain LLC

25 YEARS OF LEARNING: SUPERCHARGE YOUR LEAN JOURNEY IN THE MOTOR CITY

OCTOBER 24, 2023

Welcome! We look forward to working with you. This workshop is fully immersive and participatory. We encourage you to put away all possible distractions and keep your cameras on. Please take pictures of your experience, but to keep in full participation, we ask that you wait to use your phone for texts, calls, and email only during breaks.

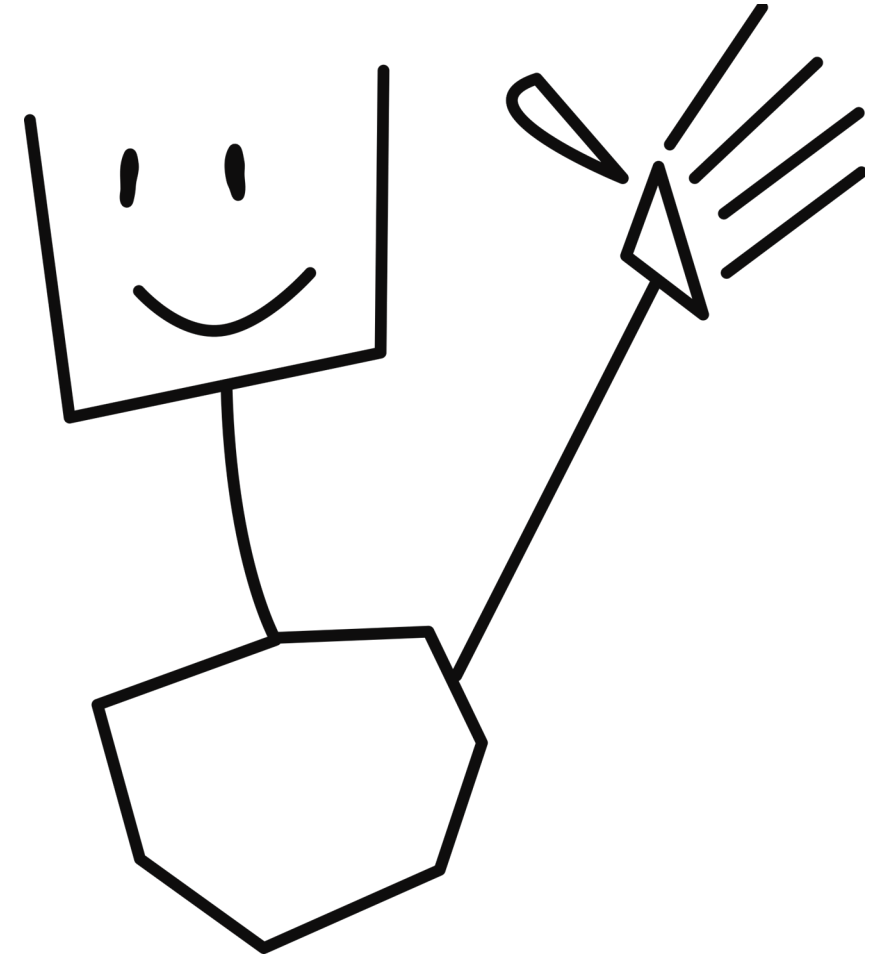
**Thank you.
Joanna and Tom**



More Than a Title and a Role

**Share something about yourself
without referencing work.**

**What's something unique about you
that the others in the room do not
know?**



Discovery Points for Today

- **Chart a course for internal lean champions that promotes their influence within their organizations.**
- **Develop a plan that positions Lean Design and Construction as a strategic element supporting their organization's mission.**
- **Practice coaching skills by assessing and supporting peers in the course. (introduce how in this preface to workshop)**
- **Learn use of the A3 management framework for the professional development of oneself and others.**



How to Influence People

“Ask questions instead of giving orders.”

“To be interesting, be interested.”

“Three-fourths of the people you will meet are hungry for sympathy. Give it to them and they will love you.”

*From *How to Win Friends and Influence People*, Dale Carnegie, 1936*



How to Influence People

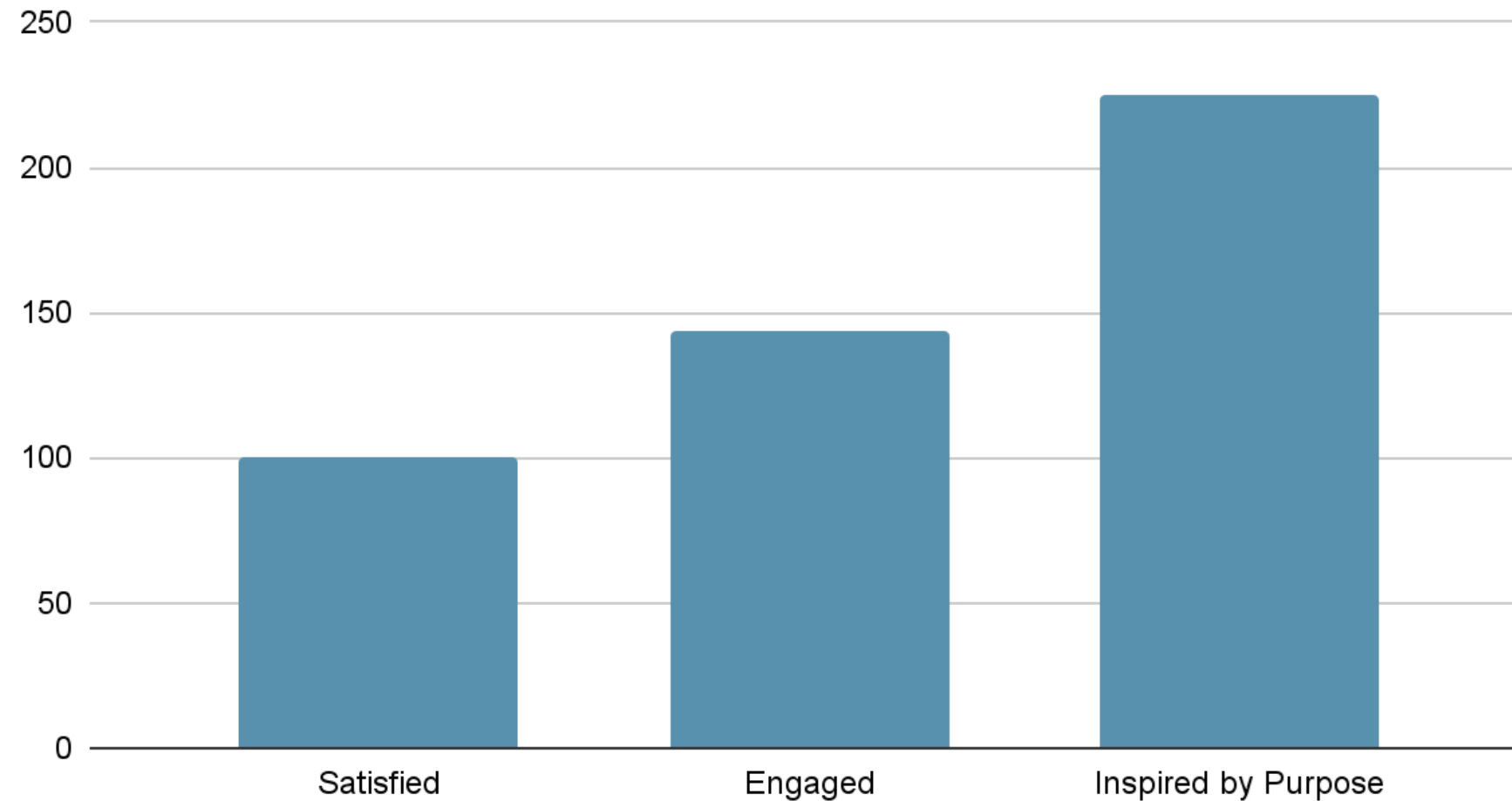
“Arouse in the other person an eager want...who can do this has the whole world with him.”

From How to Win Friends and Influence People, Dale Carnegie, 1936



Inspired By Purpose

Employee Productivity



<https://hbr.org/2015/12/engaging-your-employees-is-good-but-dont-stop-there>



Today’s Experience / A Skill to Take Away



&

Title: What you are talking about?		Owner/Date
I. Background Why are you talking about it? ↓	V. Proposed Countermeasures What is your proposal to reach the future state, the target condition? How will your recommended countermeasures affect the root cause to achieve the target? ↓	
II. Current Conditions Where do things stand today? - Show visually using charts, graphs, drawings, maps, etc. What is the problem? ↓	VI. Plan What activities will be required for implementation and who will be responsible for what and when? What are the indicators of performance or progress? - Incorporate a Gantt chart or similar diagram that shows actions/outcomes, timeline, and responsibilities. May include details on specific means of implementation. ↓	
III. Goals/Targets What specific outcomes are required? ↓	VII. Followup What issues can be anticipated? - Ensure ongoing PDCA. - Capture and share learning.	
IV. Analysis What is the root cause(s) of the problem? - Choose the simplest problem-analysis tool that clearly shows the cause-and-effect relationship.		

Source: John Shook and David Verble



Define the Gap



Warm Up



Modify



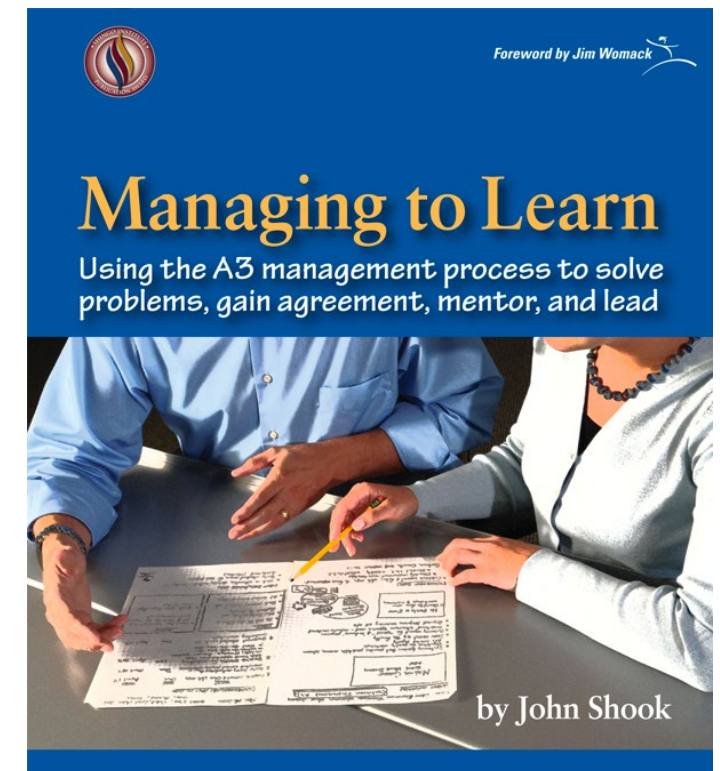
Warm Up



A3 Problem-Solving Process

Title: What you are talking about?						
I. Background Why are you talking about it?	Owner/Date <table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>					
↓	V. Proposed Countermeasures What is your proposal to reach the future state, the target condition? How will your recommended countermeasures affect the root cause to achieve the target?					
II. Current Conditions Where do things stand today? - Show visually using charts, graphs, drawings, maps, etc.	↓					
What is the problem?	VI. Plan What activities will be required for implementation and who will be responsible for what and when? What are the indicators of performance or progress? - Incorporate a Gantt chart or similar diagram that shows actions/outcomes, timeline, and responsibilities. May include details on specific means of implementation.					
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IV. Analysis What is the root cause(s) of the problem? - Choose the simplest problem-analysis tool that clearly shows the cause-and-effect relationship.						

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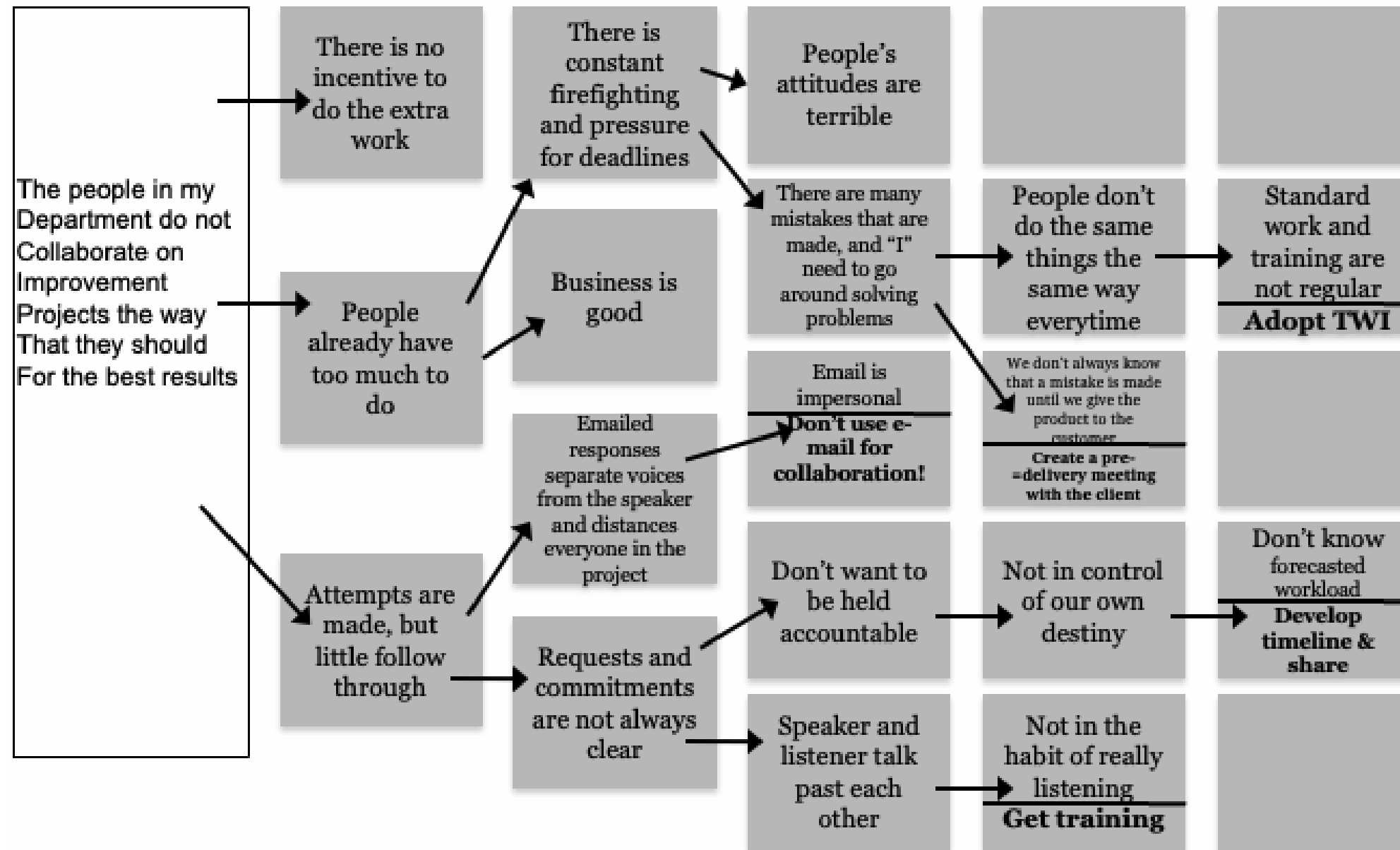
Discover the Gap



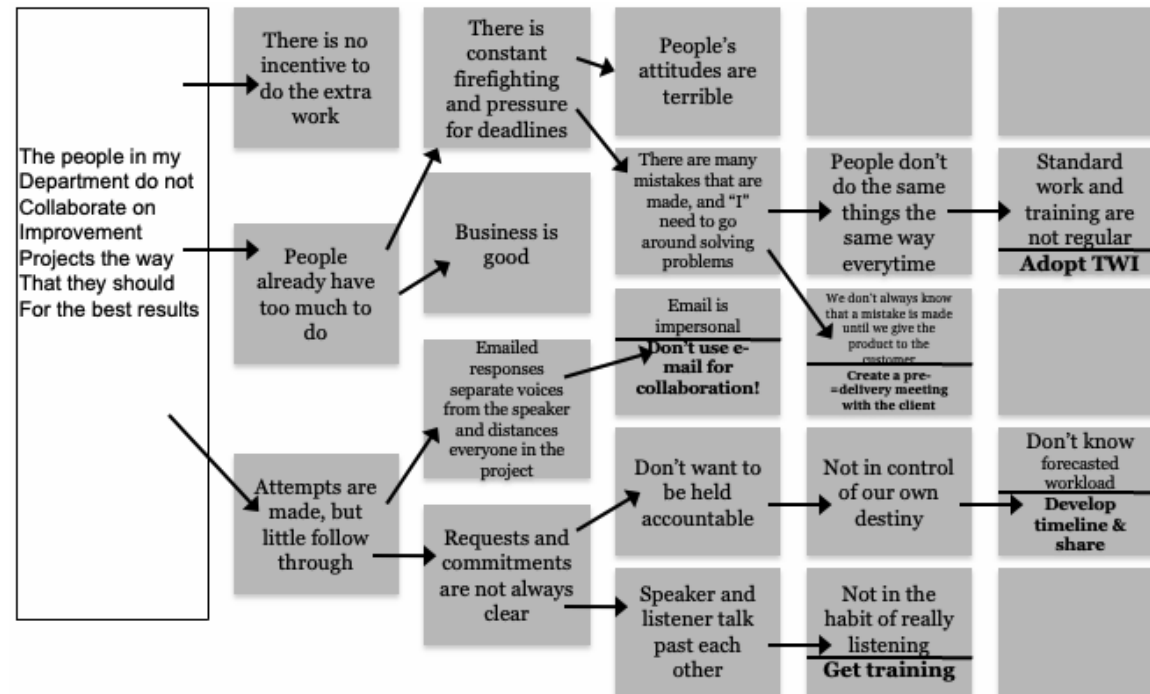
Identify Core Constraints



Leveraging the Good 5-Why Process



Identifying Constraints



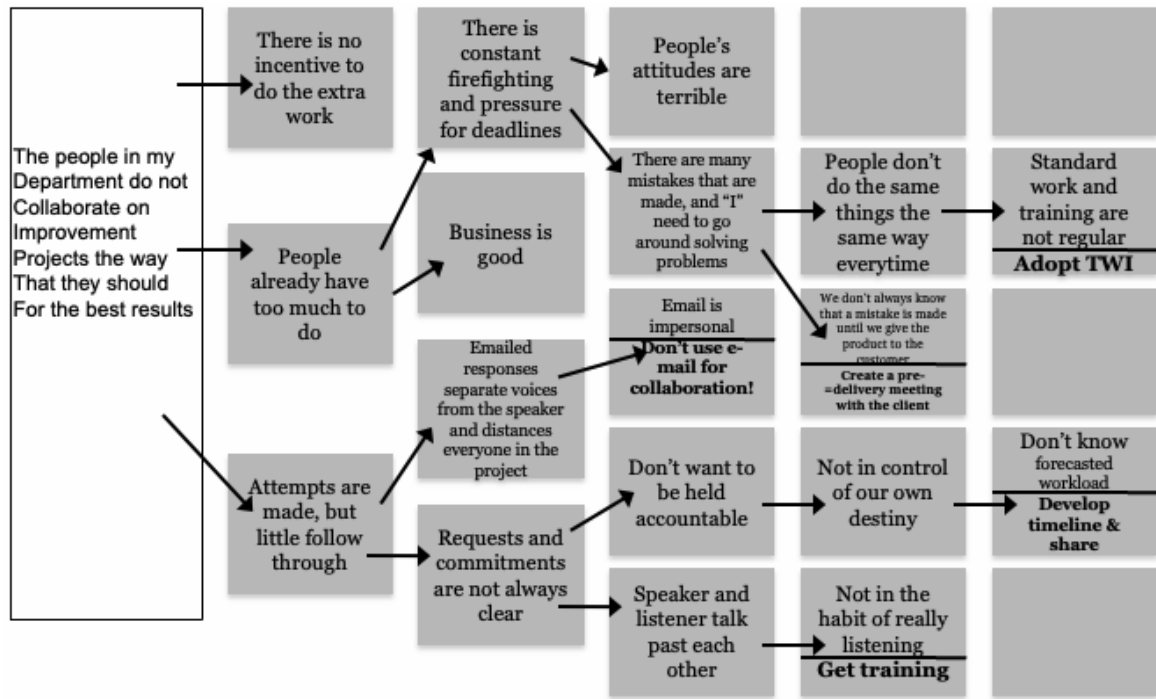
Organize and Share Constraints



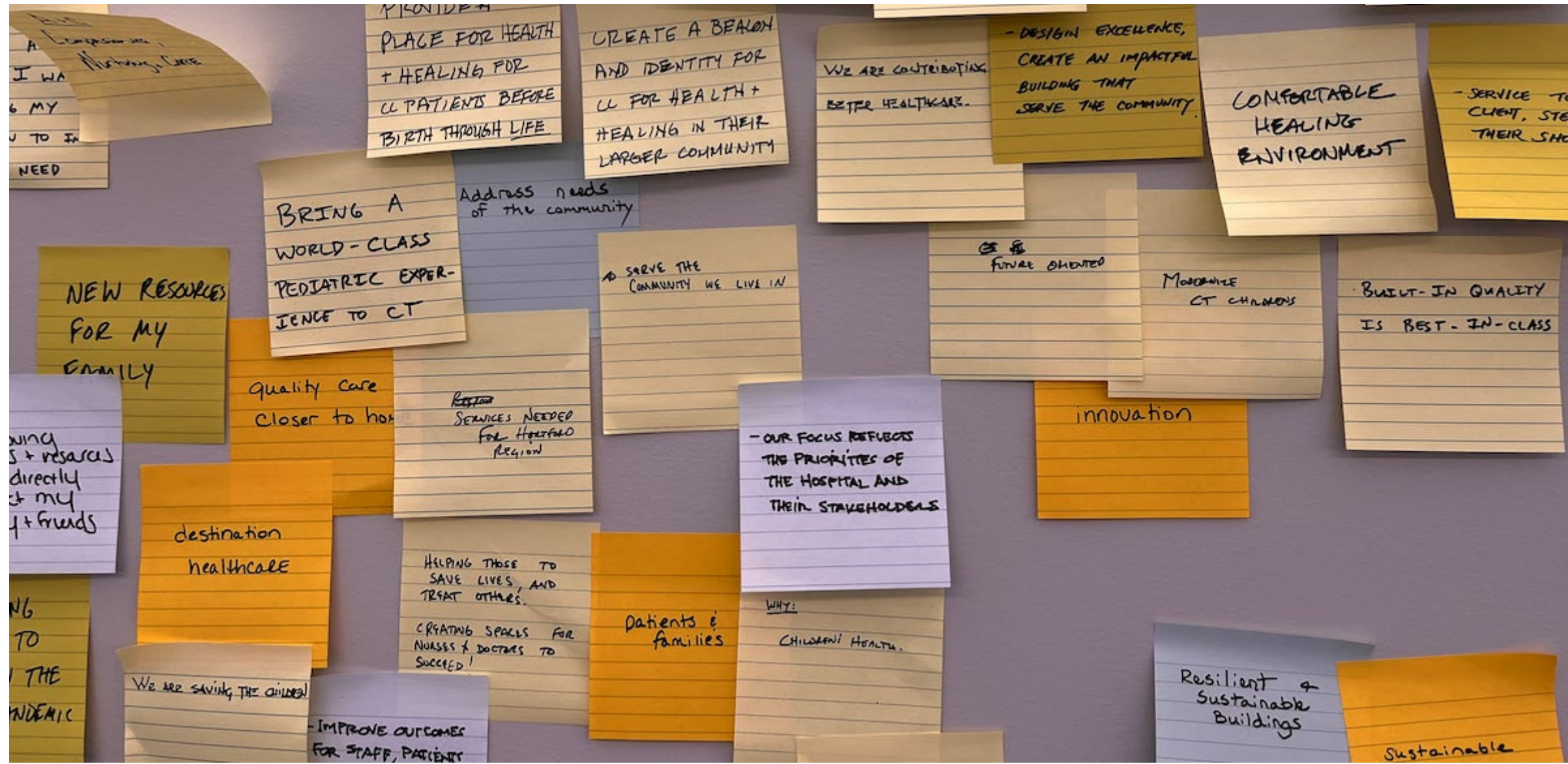
Explore Possible Responses



Identifying Responses (Countermeasures)



Organize Responses



Document Responses that Resonate



Sharing Responses



Develop Your Plan



Model the Elements of Your Personal Story Plan



Write Draft Plan



How will you apply this tomorrow?



Our Request

Photograph model and draft plan and email to tom.richert@risingterrain.com.

Fine to provide an anonymous plan.

We will share with the workshop so you can continue to inspire each other.



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In the spirit of continuous improvement, we would like to remind you to complete this session's survey! We look forward to receiving your feedback.

Contact Us

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Thank you for attending this presentation. Enjoy the rest of the 25th Annual LCI Congress!