



In helping organizations reach their goals, Rath & Strong provides consulting, training, and coaching on both the “technical” and “behavioral” aspects of process improvement. The Team & Influence Skills workshop is just one example of this multidisciplinary approach.

Rath & Strong pioneered this approach in the 1970s, and we find it to be extremely effective - as do our clients. This is what they have to say about the Team & Influence Skills workshop:

“All the tools that we learned [were useful]. If you can apply even a portion of this content, you will be more productive.”

“This course will play a major role in our success as Black Belts.”

“I think this course will be invaluable, not just in this role, but in all roles in the future.”

“It’s a rare course where you want to learn more about a topic after a week. [The R&S Instructor’s] passion and skill encouraged that.”

Rath & Strong’s Team & Influence Skills for BeltsSM

Help your Belts deliver better and faster project results.

Many Six Sigma and Lean Six Sigma initiatives never deliver the benefits — financial and otherwise — that management initially envisioned and counted on. A big contributing factor: the difficulty Belts have in successfully completing their projects. This difficulty is seldom due to problems in applying the Six Sigma or Lean methodology and tools. Instead, Belts tell us that their biggest challenges are in the “people” areas. Belts encounter resistance and lack of cooperation as they try to get resources, establish and maintain project team participation, obtain data, gain process owner commitment to improvements, etc. It is in this area of *influencing people to get work done* that the Belts feel they lack the necessary skills and knowledge.

Give your Belts the help they need!

Rath & Strong’s *Team & Influence Skills for Belts* is designed to close this skill and knowledge gap. Targeted specifically to Belts, this workshop uses examples, skills practices, and role-plays that are typical of the situations Belts encounter in Six Sigma and Lean projects. It addresses issues Belts face in working with both their project team members and their broader group of project stakeholders. The workshop combines lecture and experiential learning, including — in the 4.5-day version — the videotaping (and analysis) of “team meetings.” Participants are encouraged to share their own experiences and examples in class, and to solicit input on dealing with their specific stakeholders.

The workshop is offered in two versions that differ in length (and some content), allowing organizations to match Belt needs and available time/budget. Topics for both versions are as follows:

4.5- Day Workshop	3-Day Workshop
<ul style="list-style-type: none"> · Team dynamics · Team effectiveness (roles, goals, procedures) · Dealing with difficult behavior · Communicating with stakeholders · Understanding stakeholder behavior · Influence strategies · Stakeholder management (identification, analysis, planning) 	<ul style="list-style-type: none"> · Dealing with difficult behavior · Communicating with stakeholders · Understanding stakeholder behavior · Influence strategies · Stakeholder management (identification, analysis, planning)

In both versions of the workshop, participants leave with insights into their own and others’ behavior, a new set of skills, and an influence plan for one of their key stakeholders. Optional follow-up coaching is available to help guide participants in practicing new skills.

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RATH & STRONG
Management Consultants
Founded in 1935

Don't miss these best-selling Lean Six Sigma and Six Sigma publications, brought to you by Rath & Strong —

Rath & Strong's Six Sigma Pocket Guide

Rath & Strong's Lean Pocket Guide

Rath & Strong's Integrated Lean Six Sigma Pocket Guide

Rath & Strong's Lean Six Sigma Champions Pocket Guide

Rath & Strong's Six Sigma Team Pocket Guide (McGraw Hill)

Rath & Strong's Work-Out for Six Sigma Pocket Guide (McGraw Hill)

Rath & Strong's Six Sigma Advanced Tools Pocket Guide (McGraw Hill)

Rath & Strong's Six Sigma Leadership Handbook (John Wiley & Sons)

Rath & Strong's Lean Road Map

Rath & Strong's Integrated Lean Six Sigma Road Map

Rath & Strong's Design for Lean Six Sigma Road Map

Rath & Strong's Design for Lean Six Sigma for Services Road Map

Rath & Strong's Six Sigma/DMAIC Road Map

Rath & Strong's Guide to Minitab Release 15

Rath & Strong's Guide to Minitab Release 14

Rath & Strong's *Whose Fault Is It Anyway?: A Modern Fable About Six Sigma*

Rath & Strong's *Another Crazy Idea?* - an "attitudinal" LSS comic for front-line workers

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Special discounts for quantity purchases.

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Team & Influence Skills for BeltsSM

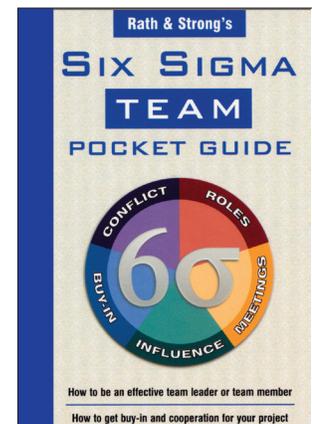
Workshop Agenda

	4.5- Day Workshop	3-Day Workshop
Day 1	<ul style="list-style-type: none"> · Introduction* · Identifying project stakeholders* · Recognizing the stages of team development; how and when to intervene · Making teams effective; diagnosing team problems · Videotaping and feedback of team task 	<ul style="list-style-type: none"> · Introduction* · Identifying project stakeholders* · Assessing your listening skills and becoming a better listener* · Identifying your own and your stakeholders' "listening styles" & adapting your communication to those styles*
Day 2	<ul style="list-style-type: none"> · Understanding the causes of stakeholder behavior; recognizing and overcoming resistance* · Videotaping and feedback of team task 	<ul style="list-style-type: none"> · Understanding the causes of stakeholder behavior; recognizing and overcoming resistance* · Dealing with difficult team behavior*
Day 3	<ul style="list-style-type: none"> · Dealing with difficult team behavior* · Assessing your listening skills and becoming a better listener* · Identifying your own and your stakeholders' "listening styles" & adapting your communication to those styles* · Videotaping and feedback of team task 	<ul style="list-style-type: none"> · Identifying your own influence style* · Understanding different influence strategies and how/when to use each* · Analyzing stakeholders* · Creating a stakeholder influence plan* · Reviewing participant stakeholder plans; peer/facilitator advice* · Review and workshop wrap-up*
Day 4	<ul style="list-style-type: none"> · Identifying your own preferred influence style* · Understanding different influence strategies and how/when to use each* · Videotaping and feedback of team task 	<p>NOTE: Items with * are covered in both the 4.5-Day and the 3-Day versions of the workshop.</p>
Day 5	<ul style="list-style-type: none"> · Analyzing stakeholders* · Creating a stakeholder influence plan* · Reviewing participant stakeholder plans; peer/facilitator advice* · Presentations of team task · Review and workshop wrap-up* 	

Help for your Belts doesn't have to end with this workshop!

Rath & Strong's organizational behavior consultants can provide on-going one-on-one or group coaching for Belts on all topics covered in the Team & Influence Skills workshop. Given the key role that soft skills play in project success, can you afford to give your Belts coaching only on technical topics?

Rath & Strong's Team Pocket Guide features the checklists, worksheets, and job aids team leaders and members need to collaborate effectively with many different departments, managers, and employees. It helps you harness all the interpersonal and political skills your team needs to complete a successful Lean Six Sigma project.



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