

*In helping our clients reach their goals, we provide consulting, training, and coaching on both the “technical” and “behavioral” aspects of process improvement. The Team & Influence Skills workshop is an example of this multidisciplinary approach.*



## **IQPM Consulting Team & Influence Skills for Belts**

### **Help your Belts deliver better and faster projects 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 know-ledge.

### **Give your Belts the help they need!**

IQPM Co 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 recording (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:

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

*IQPM Co'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?*

#### **4 Days Workshop**

- Team Dynamics
- Team effectiveness (roles, goals, procedures)
- Dealing with difficult behavior
- Communicating with stakeholders
- Understanding stakeholder behavior
- Influence strategies
- Stakeholder management (identification, analysis, planning)

#### **3 Days Workshop**

- Dealing with difficult behavior
- Communicating with stakeholders
- Understanding stakeholder behavior
- Influence strategies
- Stakeholder management (identification, analysis, planning)