

2022 Technical Webinars

- **“Lean Six Sigma Demystified”** - Are you new to Lean Six Sigma and thinking about becoming certified? Is your company rolling out a Lean Six Sigma program and you want to know more about it? If so, you won't want to miss this webinar. We'll define Lean Six Sigma, share examples, describe how it works and explain how you will benefit.
- **“Your First Kaizen Event”** - Today's fast-paced organizations demand fast results. Kaizen Events offer a proven approach to rapidly improving processes, often within days. In this webinar, Peter Sherman will define a Kaizen Event, explain how to conduct a Kaizen Event using a practical 4-step framework, and share examples of application in business. Includes practical tools, templates and guidelines that can be used immediately.
- **“Your First Gemba Walk”** - Gemba Walks are central to any Continuous Improvement program. The Gemba Walk is one of the most effective means to improve quality, productivity and safety in a plant or office. In this webinar, Peter Sherman will define the Gemba Walk and share a simple 3-step framework for conducting your first Gemba Walk. Includes tools and templates.
- **“Plan-Do-Check-Act – A Practical Approach”** - Plan-Do-Check-Act is the original continuous improvement framework developed by Dr. Edwards Deming. Unfortunately, few people have been exposed to it. In this webinar, we'll explain PDCA in layman's terms and show you how to apply it to any CI project. Includes tools and templates.
- **“Streamline Your Operations – A Lean Primer”** - Frustrated with chronic bottlenecks? Overwhelmed with delays in getting product out the door? Discover how to streamline your operations using sound Lean principles. In this interactive webinar, we'll share a practical three-step approach to analyzing a fulfillment or assembly process, identifying bottlenecks and streamlining the process without necessarily investing in capital equipment or adding headcount. Includes actual case studies along with tools and templates.
- **“Introduction to Root Cause Analysis”** - In today's lean, flat organizations, it is everyone's job to effectively solve problems. Successful problem solving requires a sound, step-by-step framework and strong analytical skills. In this webinar, we'll guide you through the 5-step Problem Solving Framework. You'll learn how to define the problem, form your hypothesis, and analyze for root causes to make better decisions. Includes tools and templates of the complete Root Cause Analysis Framework.
- **“Project Selection & Chartering”** - Is your organization wasting time and resources on the wrong projects? Are you frustrated with project scope creep? If so, discover how to master project selection and chartering using proven tools and techniques. Learn how to create powerful project charters that will help ensure approval and success. Includes Excel-based tools and templates.
- **“Introduction to Statistical Process Control”** – Is your process in-control or unstable? How capable is your process of meeting customer specifications? Discover how Statistical Process Control (SPC) can give you a window into your business processes to allow real-time corrections before it's too late. In this interactive webinar, you will learn the fundamental concepts of variation, how to read control charts, and how to calculate your company's capability. Includes templates for control chart types and capability.
- **“Setting up Successful Pilots”** - You're ready to implement a solution. Before you do, have you thought about how you are going to set up the pilot? What is your hypothesis? Have you identified the test group and the control group? In this webinar, Peter Sherman will layout the fundamental aspects of setting up successful pilots. Includes tools and templates.

2022 Leadership Webinars

- **“Build an Army of Problem Solvers”** – In the workplace, the 80:20 rule generally means that 80% of the work is shouldered by only 20% of your employees. Isn't it time to get the other 80% engaged in problem solving? Start by asking good coaching questions. This webinar describes 3 types of coaching questions and applies them to Gemba Walks and Project Tollgate Reviews.
- **“Don't Get Caught in the Bias Trap”** – The average person makes 35,000 decisions a day with most of them biased. This is what enables us to make so many decisions in a day – like choosing what we want for breakfast. But bias can also hinder us and distort our decision making. In this interactive webinar, you'll understand four common forms of bias using real-world examples and exercises. You'll also learn how to use six simple but powerful tools for outsmarting bias in the workplace. Includes a Decision-Making Self-Assessment.
- **“Business Case Fundamentals”** – Quality professionals are expected to use financial data in their daily decisions to drive their business. But many managers have not been trained how to recognize different types of costs and benefits, how to calculate return on investment, or put a business case together. Don't let your fear of finance get in the way of your success. In this interactive webinar, we'll guide you through a 5-step framework for building a convincing Business Case. Includes tools and templates.
- **“Making Better Decisions”** - Are your employees making poor decisions based on information that was relatively expensive to collect and research? In this interactive presentation, we'll explore our decision-making styles, share compelling research on Big Data, and present a simple but powerful decision support system to help you make better decisions. Attendees will participate in an enlightening diagnostic survey about their own decision-making style and receive powerful tools for decision making.
- **“Winning Principles to Create High Performing Teams”** - Why do some project teams incredibly succeed while others languish? Is it experience, IQ, motivation, diversity, physical distance? How do you organize a team for optimal performance? What are the key skill sets to look for in a high performing team? In this interactive presentation, you'll discover sound leadership strategies and practical tools for creating your own high-performing team! Learn the key attributes of high performing teams; techniques to organize your project teams for maximum results; and practical strategies to improve team dynamics. Includes Change Management Assessment tool.
- **“Recruiting Talent with a Short Shelf Life”** - Hiring in today's hyper-competitive job market is tough. Individuals with the right skills and experience have a very short "shelf life" - as little as 48 hours. Meanwhile, the average job post sits vacant almost 6 weeks before being filled. What can you do? In this webinar, we'll share compelling research on job vacancy rates by industry and business functions. You'll discover proven principles and techniques such as the Golden Circle, Voice of the Customer, Critical-to-Quality Requirements, and Value Stream Mapping to improve and accelerate the recruiting process.
- **“Your Elevator Speech”** - Picture the last time you introduced yourself for an interview, to a professional colleague, or a prospective client. How successful were you? Enter the elevator pitch – one of the most popular communication networking tools. In the time it takes to ride in an elevator (20 seconds), you've got to nail it. Learn to build your own effective elevator speech using this proven 3-step approach. Includes templates and accompanying article.
- **“Achieving Organizational Goals Through Leading Indicators”** - Key Performance Indicators (KPIs) help organizations measure progress against a goal. Unfortunately, most are lagging indicators. It's time to start managing our business with leading indicators. This webinar defines leading and lagging indicators, provides examples via a value stream, and presents four techniques to identify leading indicators earlier in the cycle.

Contact Peter Sherman for more information at peter@riverwoodassociates.com