

Dia 23 de maio

Workshop 1 How to Coach for Creativity and Service Excellence [language: En]

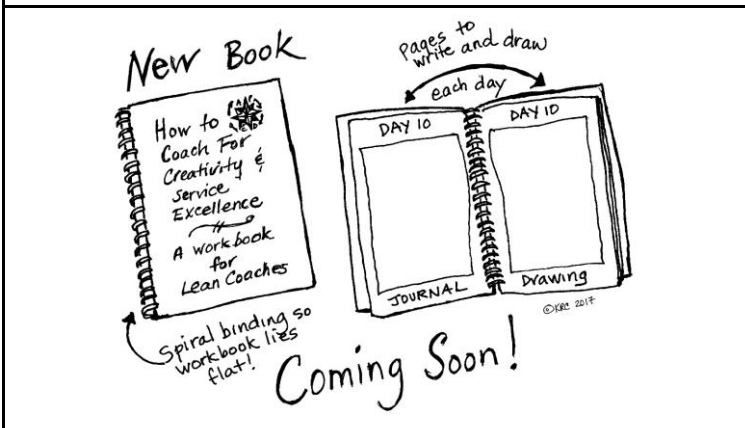
Programa	Oradora	Local
----------	---------	-------

8:30
8:40
8:50
9:00
9:10
9:20
9:30
9:40
9:50
10:00
10:10
10:20
10:30
10:40
10:50
11:00
11:10
11:20
11:30
11:40
11:50
12:00
12:10
12:20
12:30
12:40
12:50
13:00
13:10
13:20
13:30
13:40
13:50
14:00
14:10
14:20
14:30
14:40
14:50
15:00
15:10
15:20
15:30
15:40
15:50
16:00

9:00
9:10
9:20
9:30
9:40
9:50
10:00
10:10
10:20
10:30
10:40
10:50
11:00
11:10
11:20
11:30
11:40
11:50
12:00
12:10
12:20
12:30
12:40
12:50
13:00
13:10
13:20
13:30
13:40
13:50
14:00
14:10
14:20
14:30
14:40
14:50
15:00
15:10
15:20
15:30
15:40
15:50
16:00

Registo Check in		
Parte 1	Karyn Ross	Piso 4 4th floor
<p>Learning Objectives: In this workshop, participants will:</p> <ol style="list-style-type: none"> 1. Develop an understanding of the relationship between creativity and Lean and how to use both in coaching 2. Learn about and practice elements of creativity such as 'and' thinking, divergent thinking and synthesis. 3. Understand the elements of service excellence as they apply to all businesses (service and manufacturing) 4. Lean about and practice Karyn's "Challenge & Nurture" Coaching Approach to turn creative ideas into service excellence through learning-by-doing 		
Intervalo Networking		
Parte 2	<p>Outline: In the lean community, there has been a strong focus on teaching people how to use lean principles practices and tools to make processes more efficient and effective. However, little emphasis has been placed on how to coach people to generate the new ideas needed to create those better ways to work and the new services and products that will disrupt the market and differentiate companies from their competitors.</p> <p>In this full day workshop, participants will have the opportunity to gain insights from Karyn's upcoming, new book, How to Coach for Creativity and Service Excellence. They will spend the morning focusing on creativity, and how to coach for it! They will learn the definition of creativity, and practice elements of creativity such as 'and' thinking, divergent thinking and synthesis.</p> <p>After lunch, participants will learn about Karyn's "Challenge & Nurture" coaching approach. They'll then combine their learning about creativity and coaching with hands-on practice applying The Toyota Way to Service Excellence 4Ps and 17 Principles in a practical learning experience (simulation).</p> <p>By the end of the workshop, participants will be able to coach people both to have creative ideas and turn them into the peak service experiences all customers want, through lean! As well, before they leave the workshop, participants will create a written 'Next Steps' Action Plan of what the first steps they will take to put their learning into practice in their organization.</p>	
Almoço Lunch		
Parte 3	<p>Please note: This workshop is suitable for people in both service organizations and manufacturing companies.</p>	
Fecho Wrap up		

Intervalo | Networking



300€ por pessoa