



Professional Development Seminar

Expand your skills, invest in your team!

It's a Matter of Mindset: Three Critical Perspectives that Drive Effective Continuous Quality Improvement (CQI)

Date & Time: Wednesday, March 13, 2019, 8:30am-11:30am **Cost:** \$125

Location: Higher Education Center, Medford Rm 129B

Description: While quality and continuous improvement processes like TQM, Six Sigma, Lean, and Lean Six Sigma were each designed to facilitate improvement, they have definite differences in basic aims and perspectives. There are, however, three essential (though not often discussed) mindset components that underlie each of these systems and are necessary to effectively implement improvement processes. Based on well-honed tools and processes used by companies like Toyota, Dow Chemical, Intel, Amgen, and Whirlpool Corporation, the course will also include case studies, peer-to-peer discussions, and group dialogue.

Learning Concepts:

- Learn tools and techniques for Quality Improvement Process
- Discover and Practice essential mental skills for effective CQI
- Learn about Quantum Responsibility
- What approaches ensure effective engagement and communication
- How to gain buy-in for CQI
- How Virus of Bias can interfere with assessments and data analysis
- Understand how to leverage the genius of inclusion to increase your team's ability to address challenges and opportunities in CQI

Presenter: Christopher Harding is the Founder and Senior Consultant for global consulting and training firm, Luminary Communications. In his role, Chris, advises the company's Fortune 100 clients and facilitates courses on Diversity and Inclusion, Unconscious Bias, Responsibility, Empowerment, and Accountability, and Creativity. Having previously served as the President and General Manager of a worldwide television, home video and music sales and distribution company, Chris' additional experience includes previously working as the Director of New Product Development and as Western Regional Sales Representative for the company's audio cassette manufacturing division. Earlier in his career, Chris also started and ran a national trucking and transportation agency network that became a pioneering model that numerous other organizations followed. Armed with over two decades of previous real-world experience as a business leader and hands-on executive, Chris brings the kind of wisdom and knowledge to client relationships and interactions that only comes from having been in the trenches.

