
New Leadership and Train- Trainer Modules
for Champions, Green- , Black- and Master Black Belts:

Ground School Six Sigma Leadership

Our experiences in training and deployment of Six Sigma Business Improvement Campaigns especially in Europe show, **that majority of the projects are stagnated in the Analyse phase** and rarely have successful Improve and Control phases in so-called DMAIC projects.

One of the main reason: Green-, Black and Master Black Belts have **not enough competence** or proficiency in following areas:

- business psychology,
- efficient communication strategies and techniques,
- advanced knowledge-acquisition and elicitation techniques,
- verbal image and presentation techniques,
- stress management and psychological self-protection,
- facilitating techniques,
- using voice and intonation for leadership (psycho-linguistics)etc.

Naturally, they are not that successful or often fail in

- leading teams to efficient generating solutions,
- training team-members and in making sound and efficient presentation,
- facilitating discussion towards consensus and making effective decisions,
- taking or delegating responsibilities,
- convincing colleagues to implement solutions into practice etc.

E.g., when performing training of team members, they use usually a lecture form instead of most efficient discussion and/or game forms. It is known although, that only about 20% of information is perceived by the participants during the lecture, when 75 % of information is perceived during discussions and 90% - in business games.

If we analyse the amount of words spoken loud during the training session or project meeting, we may recognise a very “sad” pattern: 90% of all words spoken belong to the facilitators that certainly deteriorate the motivation and creativity of other participants etc....

In addition nearly 90-95%% of conflict situations during the training and/or project meetings they keep behaving as a representative of “justice” or power, which certainly have negative effect on the enthusiasm and motivation of their colleagues and team members.

Consequently, many projects bring a lot of valuable information about business process and improvement opportunities, but there is lack of adequate action after the Analyse project phase. It certainly leads to frustration and disappointment not only of Six Sigma experts, but also of their colleagues etc.

To assist Six Sigma Experts in excelling their leadership and mentoring roles we have developed first interactive training modules.

We offer these modules as an optional upgrade training for Champions and Certified Green and Black Belts. Starting from February 2004 we include these modules as an obligatory part (2-3 days) with optional extensions (will be offered in Summer 2004) into our new Master Black Belt certification track , so-called **Ground School Six Sigma Leadership**.

In **2 or 3 –days Ground School Six Sigma Leadership** you may learn interactively following topics:

Day 1

1. Introduction into Business Psychology,
2. Efficient Communication Strategies and Techniques,

Day 2

3. Introduction into Verbal Image and Presentation Techniques,
4. Basics of Stress Management and Psychological Self-protection,

Day 3

5. Facilitating Techniques,
6. Efficient Using Voice and Intonation for Leadership

Welcome to our Ground School Six Sigma Leadership!

You may register now: www.sixsigma-24.de