



AUBURN

TECHNICAL
ASSISTANCE CENTER

RAYMOND J. HARBERT
COLLEGE OF BUSINESS



ATAC Course Catalog

Improving your Business is our Business

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Auburn Technical Assistance Center (ATAC)

Overview

Since 1976, Auburn's Harbert College of Business helps business, industry, not-for-profit entities, and government agencies improve and enhance their competitiveness and efficiency. ATAC's three program categories feature over 20 concentrated courses.

Programs

ATAC offers Process Improvement, Organizational Development, and Executive Coaching training programs designed to apply Auburn's proven business methodologies, demonstrate skill-building exercises, examine industry-specific case studies, and inspire change based on knowledge.



3 programs with 20+ courses



Results



Helping Your Team Grow to New Heights

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- 3.3 Kata Immersion Week
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- 3.7 Team Building

Catalog Legend



Duration



Classroom



On-Site



Homework

“The training I received allowed me to apply practical methodologies directly to my work, driving six figure cost savings and improvement opportunities for my company.”

Matt Shirley
Process Engineer
HB&G Building Products





1.0 Process Improvement Program

Anchored by highly disciplined Lean and Six Sigma Certification courses, ATAC's Process Improvement Program provides valuable tools for properly collecting, analyzing, and using data to improve quality, reduce waste, decrease costs, and increase productivity. Interactive sessions are designed to focus on challenging case studies and skill building content. Many courses offer professional certification opportunities. This program is most popular with engineers, manufacturers, and healthcare providers.

Process Improvement Courses

- 1.1 Lean Leadership Boot Camp
- 1.2 Lean Healthcare Certification Series
- 1.3 Improvement Kata & Coaching Kata
- 1.4 Six Sigma Yellow Belt
- 1.5 Six Sigma Green Belt
- 1.6 Six Sigma Black Belt
- 1.7 8-Step Problem Solving
- 1.8 TWI - Job Instruction

1.1 Lean Leadership Boot Camp

CERTIFICATION

Learning how to lead in a Lean work culture is a never ending journey demanding advanced skills. Our Boot Camp introduces, demonstrates, and practices skills needed to thrive while implementing Lean principles in your workplace. Experienced ATAC instructors follow Auburn's proven process of introducing the PDCA method and applying it to real world concepts.



1.2 Lean Healthcare Certification Series

CERTIFICATION

Learn to thrive in healthcare by learning and using the tools and concepts of Lean through the 3 primary phases of Lean implementation: Stabilize, Standardize, and Simplify. This series includes Lean Healthcare 101, Lean Management System with 8-Step Problem Solving, Value Stream Mapping, DiSC Communication, and Leading a Lean Culture. Perfect for a management team or an individual interested in initiating Lean projects.





1.3 Improvement Kata & Coaching Kata

Leaders need dual abilities to improve processes and develop people in order to truly create a sustainable lean culture. This course develops workplace leaders into both coaches and mentors. The 4-step, scientific pattern is followed which challenges a team leader to strive to improve while learning the importance of collaborating with a mentor sparking their ability to coach and train. Based on the PDCA method, the Kata process demonstrates how to plan, test, measure, and adjust to achieve target conditions.



1.4 Six Sigma Yellow Belt

This introductory course delivers a broad understanding of Lean principles, Six Sigma, and tools needed to sustain quality in the work place. ATAC instructors inspire the need for problem-solving while demonstrating the importance of creating a culture of change. Utilize interactive, hands-on simulations and work with real world data collection and analysis. ATAC's Six Sigma Yellow Belt course prepares students for the journey to Green Belt, Black Belt, and beyond.



1.5 Six Sigma Green Belt

CERTIFICATION

The Green Belt course produces team members capable of shaping a business' performance through leading team projects, collecting data, conducting accurate analysis, and understanding how to best utilize the results to create a combination of knowledge and action. ATAC instructors focus on basic project management skills, detailed analysis of data, experimental techniques, and decision making. This course is highly interactive, demonstrates common business challenges in a fun and challenging manner, and uses multiple simulations to teach concepts based on real world case studies.



1.6 Six Sigma Black Belt

CERTIFICATION

ATAC's Six Sigma training creates a special infrastructure within an organization. Certified Black Belts are the people trained to lead and manage extensive and complex projects. This course requires 10 days of training divided into 2 week-long sessions. ATAC certification has 2 distinctive parts: the in-class work and a project to be completed outside of class. It's the unique combination of classroom lectures, challenging exercises, and the team competitions that make Auburn's Black Belt Certification so rewarding for your future.



+





1.7 8-Step Problem Solving

Solving problems with sound critical thinking is a highly in-demand quality of business leaders today. This course introduces and demonstrates Toyota's proven 8-step method for identifying, approaching, and working through a myriad of different types of problems that organizations struggle with as they grow. Students learn and apply techniques to real case studies and game-changing problems organizations face today.



1.8 TWI - Job Instruction

ATAC's *Training Within Industry* series was created to give supervisors and trainers the skills to quickly train employees for success. Train your key players to do a job correctly, safely, and conscientiously. Foster an environment with fewer mistakes while saving an organization time and money. ATAC's method emphasizes preparing the operator to learn, given a proper demonstration, identifying the importance of following steps to complete the job, performing a trial run, and gradually tapering off coaching while continuing to follow up while creating a foundation of standard work.



“We are all different. DiSC Communication has helped my team learn how to effectively communicate across a spectrum of personalities.”

Libby Furgeson
Chief Nursing Officer
Southern Tennessee Regional Health System





2.0 Organizational Development Program

This program begins with the foundation of self-reflection and works through the needed skill set for developing emotional intelligence and deepening interpersonal relationships. Organizational Development training will dramatically improve your ability to coach, lead, and build teams within an organization. Professionals at all levels and in any industry will benefit from this program.

Process Improvement Courses

- 2.1 Personal Productivity Management
- 2.2 DiSC Communication
- 2.3 Servant leadership
- 2.4 The Power of Culture
- 2.5 Conflict & Difficult Conversations
- 2.6 Emotional Intelligence
- 2.7 Team-Centered Leadership
- 2.8 TWI - Job Relations

2.1 Personal Productivity Management

ATAC's training during this course emphasizes self-management and productivity rather than traditional time management. The course offers participants the chance to examine their current state of work and personal habits to identify areas to improve their productivity. Productivity truly differs from efficiency. Participants will learn the difference and become aware of their time-wasters.



2.2 DiSC Communication

DiSC is the most widely used behavioral assessment tool, adopted by organizations around the world to improve teamwork and understand different communication styles. The DiSC assessment is used to help individuals, teams, and organizations make better decisions. When we understand our natural behavior, we can better communicate with all DiSC styles. Personalized DiSC strategies facilitate optimal team environments and accelerate your team toward better understanding of how to communicate within the group.





2.3 Servant Leadership

ATAC's Servant Leadership course inspires a culture where both employees and leaders are more fulfilled and fully engaged. Learn to see employees as people, not cogs in the machine or lines on a spreadsheet. Make decisions with this mindset. Amazing things happen when leaders see employees for more than just the work they do. This includes considering their mental health, their situation at home, and other factors that play a role in their overall well-being.

2.4 Power of Culture

Never underestimate the importance of workplace culture when trying to get the best out of yourself, a small group, or a large team. Today, young professionals look at workplace culture as a top three driver for ranking where they want to work. This course teaches a leader how to identify bad habits, neutralize negativity, and nurture a unique and authentic work environment capable of attracting and retaining the best talent.



2.5 Conflict & Difficult Conversations

Initiating uncomfortable conversations at work is never easy, whether it's with subordinates or co-workers. This is especially true for people who are afraid of conflict and actively avoid it. Instead of dodging difficult conversations, find the courage to start confronting people in a constructive way, with tact and empathy. Learn how to overcome fear of conflict and successfully approach uncomfortable conversations.



2.6 Emotional Intelligence

Emotional Intelligence (EI) refers to how you interact with stimuli in the environment and respond to the people in your personal and professional lives. Like I.Q., emotional intelligence varies from one person to another. While some people are gifted by birth in the way they understand and deal with people, others may need help to build emotional skills. This course explores your ability to master emotions and shape your personality. Learn the art of a well-balanced, empathetic, and friendly demeanor.





2.7 Team-Centered Leadership

A high-functioning team possesses the ability achieve maximum potential, resulting in a healthier and more productive organization. High-functioning team cultures also reduce stress and dissatisfaction of the people who work in those organizations. This yields a profound impact on the lives of friends and family members as well.



2.8 TWI - Job Relations

Job Relations focuses on teaching supervisors the skill of relating to team members, preventing problems, and successfully resolving issues. Master how to understand people on all levels and deal with the issues of motivation and problem solving. Understanding and interacting with people successfully is a critical skill as more organizations are relying on teams to maintain their competitive edge. The course emphasizes that people must be treated as individuals and gives employees foundations for developing and maintaining good relations in order to prevent problems from arising.



“Every leader experiences a plateau in their ability to inspire results. I turned to Auburn and they helped me get unstuck.”

Jim Edmondson
Chief Executive Officer
Southern Tennessee Regional Health System





3.0 Executive Coaching Program

Every professional needs to take the time to sharpen and hone their skills from time to time. ATAC instructors offer a comprehensive program devoted to developing leadership skills. Initiate a team-centric culture and implementing swift change based on strategy and efficiency.

Executive Coaching Courses

- 3.1 Improvement Coaching
- 3.2 Strategy Deployment
- 3.3 Kata Immersion Week
- 3.4 Value Stream Mapping
- 3.5 Kaizen Event
- 3.6 Culture Assessment
- 3.7 Team Building

3.1 Improvement Coaching

ATAC's Improvement Coaching services provide seasoned, flexible consult from professionals. Your coach will be able to relate from Lean and Six Sigma improvements in large and small healthcare, manufacturing, and service organizations. ATAC partners with leaders to define their Lean journey by helping develop clear strategies linked to their vision and aligned to tactical objectives. ATAC coaches have over 10 years of experience coaching senior leaders and department leaders in the healthcare and manufacturing industry.

3.2 Strategy Deployment

Strategic planning and deployment provides a framework for decision making and culture building. It equips organizations to deal effectively with change. Strategic planning helps connect employees to the overall direction of the business and gives a clear understanding of how their efforts support it. This course teaches you how to create a living planning document that is easy to teach at all levels of the organization. Strategies given during training will be tailored for deployment, implementation, and sustainability.





3.3 Kata Immersion Week

Organizations face many daily challenges from larger project-based challenges to smaller individual-centered challenges. Much of this course revolves around minimizing or solving those problems as quickly and efficiently as possible. Kata Immersion Week provides an glimpse into an organization's challenges and measures a team's ability to make adjustments.



3.4 Value Stream Mapping

Taught from the customer's perspective, VSM outlines and defines a process to help understand weaknesses, wastes, costly delays, and areas for immediate improvement. This course is highly collaborative and involves real world case studies, plans for action, and challenges the entire group to help solve problems in today's ever-changing workplace.



3.5 Kaizen Event

Kaizen events identify and eliminate waste as quickly as possible at the lowest possible cost. The greatest benefit of an RIE event is the nearly instantaneous recognition of improvement. Kaizen events range from one to five days and utilize three components: Focused Scope, Aggressive Goals and Cross-Functional Teams.

Aggressive goals are set early in the process and achieved by the last day of the event. Solutions are not simply put on paper, but rather implemented during the process. Team members see their suggestions being implemented during the event, reinforcing the idea that they are having an immediate, positive impact on their plant's efficiency.



3.6 Culture Assessment

Culture holds power as the cornerstone to workplace factors such as talent retention, performance, outcomes, and loyalty. This assessment helps leaders understand the current state of their workplace culture, what their team values, and how to quickly correct the bad habits destroying a positive work environment. Learn to reward and reinforce positive behavior in a healthy and fair manner. Work toward much needed corrections to the negative actions keeping your company from fully reaching its true potential.





3.7 Team Building

Developing a team-centric group while working in-person and virtual office environments is critical for success. This course offers unique team advancement exercises tailored to your organization's needs. Increase communication, efficiency and effectiveness. Learn to bolster individual engagement, nurture small group collaboration, and achieve goals faster by promoting the benefits of teamwork.



Why Auburn?

Three Comprehensive Programs

Experienced Professional Instructors

Teaching Innovative Business Strategy

Demonstrating Skill Building Exercises

In Safe, Fun, and Immersive Settings

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