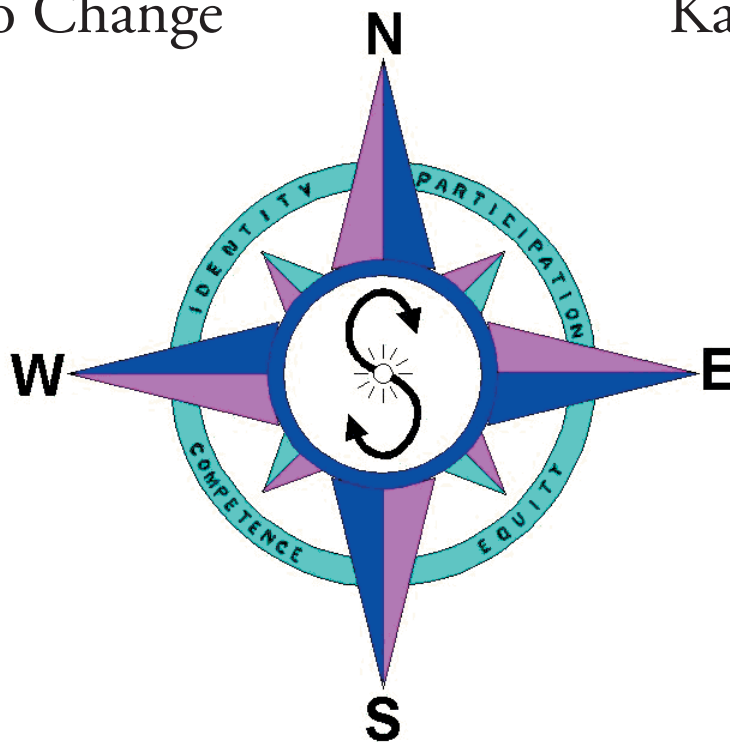


The 40th Annual  
Scanlon Leadership  
Network Conference



The Scanlon Roadmap:  
Master a Proactive  
Approach to Change

May 11-13, 2004  
Radisson Plaza Hotel  
Kalamazoo, MI



Please join us for 3 days of  
networking, learning and fun!



Scanlon Leadership Network

## Annual Conference 2004

The Scanlon Roadmap: Master a Proactive Approach to Change

May 11-13, 2004 Radisson Plaza Hotel Kalamazoo, MI

### Pre-Conference Activities - Tuesday May 11

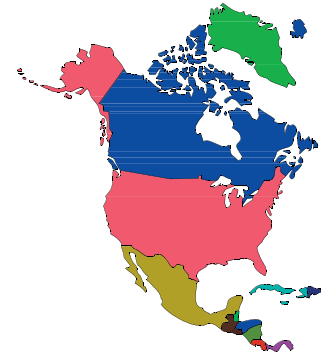
#### Pre-Conference Workshops

- Helping Individuals Change: Effective Coaching Techniques
- Consultative Skills



#### PLUS

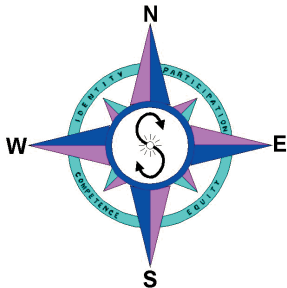
- NEW!!! Extended Welcome Reception
- Member Trade Show
- Best Practices Displays and Awards



### 40th Annual Scanlon Conference - Wednesday May 12

#### 34 Workshops Facilitated by Network Members and National Experts

Managing Change • Middle Management Development • Scanlon Training  
Suggestion Systems • Equity Formulas • Team Building • Value Stream Mapping  
Hoshin Planning • Lean Manufacturing • Humor Skills • Stress Management  
Leadership and Coordinator's Round Tables • Hoshin Planning • Values Audit  
Business Literacy • Cultural Initiatives • Competence Management



#### Speakers

David Hollister, Director of the MI Dept. of Labor and Economic Growth

John Schuster, The Schuster Kane Alliance

Stewardship Award - John Chipman, Founder of Landscape Forms

### Post Conference Tours - Thursday May 13

#### Visit and Network with Excellent Companies

- Magna-Donnelly
- Trans-Matic Mfg.
- Landscape Forms, Inc.
- Nicholas Plastics
- Atlantic Automotive Components

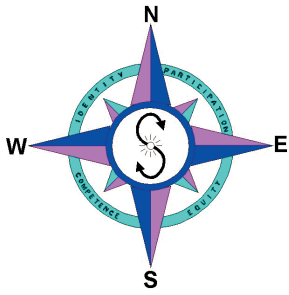
For more information call  
517/332-8927

Visit the Scanlon Web Site at  
[www.scanlonleader.org](http://www.scanlonleader.org)

Or call your  
Conference Coordinator at



## About the Conference



The goals of the Scanlon Conference are to help each member company better apply the Scanlon Principles and Processes; to expand communication and understanding among the members; and to provide participants with ideas and tools that will support their roles, build their strengths, and help them manage complex changing systems more effectively.

The Scanlon Conference is one of the longest lasting gatherings of business people in North America. Nearly every year since the 1940's, we have met to network and share best practices. Our 2004 Conference "The Scanlon Roadmap: Master a Proactive Approach to Change" will give you skills needed to deal with rapid and inevitable change, and to anticipate and prepare for it.

The Conference will feature 34 workshops, facilitated by Scanlon Members and Consultants. This 40th Scanlon Conference hosted by the Scanlon Leadership Network will provide valuable information to participants of all levels of Scanlon experience. We are excited to have David Hollister and John Schuster as keynoters. A series of pre-conference seminars will be presented by established industry experts.

## Pre-Conference Activities Tuesday May 11

### Pre-Conference Seminars

Consultative Skills: Kevin Sheppard and Jeff Griffiths 8:30 - 4:30

Helping Individuals Change: Effective Coaching Techniques: Dr. Peter Scontrino 8:30 - 4:30

\*See individual registration forms for descriptions, fees, and logistical information.

### Welcome Reception, Trade Show and Best Practices 5:00 - 10:00

**\$10/person**

**NEW THIS YEAR** These events will be combined into one long celebration! There will be no sit down dinner. All activities will be in the Exhibition Hall (lower level of the Radisson).

**Welcome Reception** There will be enough appetizers to make a meal, a cash bar, and the ever popular ice breaker. The fee for the reception is \$10/person.

**Member Trade Show** We strongly encourage each member to set up a display table to show off their products to participants. The tables can stay up from Tuesday evening through the Conference. Tables will be 8', electrical outlets will be available. There will also be drawings for door prizes, so we ask that each member with a table bring three (3) company promotional products, valued at approx. \$15. Winning numbers will be drawn the day before, and posted in the reception area. Lucky winners will pick up their prizes at the display tables.

**Best Practices Displays and Awards** Everyone who submitted best practices for 2004 is also encouraged to display their submission(s) along with their company's trade show table. One extra table will be provided upon request. Awards will be handed out by company according to a preset schedule. The schedule, along with display location information, will be posted in the reception area (Exhibition Hall).

**PLEASE NOTE** The Scanlon Stewardship Award Presentation and Membership Meeting will be held during the Conference, rather than during the reception.

## Annual Conference 2004 Wednesday May 12

**Registration Fees** \$225 Member \$450 Nonmember

**Registration Deadline** April 16 Please honor the deadline. Workshop and tour seats are assigned on a first come, first served basis.

**Registration Process** Complete the enclosed Registration Form and mail or fax it to the Network Office. At the Conference, pick up registration packages in the Exhibition Hall. Packages will be in alphabetical order by company. Continental breakfast will be served during this time.

**Company Rallies** A popular practice among member companies, the rallies are used to integrate the day's learnings and taking the learnings back home. Please see Planning for the Conference for more info.

**Parking** Ample parking is available in the attached parking garage.

**Dress code** There is no strict dress code, however business casual is recommended.

**Substitutions/Cancellations** Substitutions may be made at any time. Cancellations may be made up to two weeks prior to the Conference with no penalties. Cancellations within two weeks prior will be charged a \$100 processing fee. No shows will forfeit the entire registration fee.

## Conference Agenda

8:00 - 9:00	Registration (continental breakfast served)
9:00 - 9:30	Welcome, logistics, and membership meeting
9:30 - 10:00	Opening Keynote: David Hollister, Director MI Dept of Labor and Economic Growth
10:00 - 10:15	Skit
10:15 - 10:30	Break
10:30 - 11:30	First Workshop Session
11:30 - 12:45	Lunch
12:45 - 1:45	Second Workshop Session
1:45 - 2:00	Break
2:00 - 3:00	Third Workshop Session (or continuation of second session)
3:00 - 3:15	Break and travel to Auditorium
3:15 - 3:45	Stewardship Award: John Chipman, Founder of Landscape Forms
3:45 - 4:15	Closing Keynote: John Schuster, The Schuster Kane Alliance
4:15 - 5:00	Company Rallies

### Company Tours: Thursday May 13



landscapeforms



trans-matic



Tours of West Michigan Member Companies are a Conference highlight. Participants will be guided on a facility tour, followed by a Q & A session. Lunch will be provided. Busses leave from the Radisson, and start loading at 7:30 am. Tours begin at 9:00 and end at noon. Busses will return to the Radisson no later than 2:00 pm. Participants will receive individual instructions with their Conference registration package.

**Please note** that unforeseen delays in transportation may occur. We highly recommend that you allow time in your travel schedule to accommodate any delays. Also, seats are first come first served. Generally, due to the need to evenly distribute visitors, the Network will assign participants to a particular tour. However, if you wish to request a certain site, we will do our best to accommodate you. Please make such notations on the main registration form.

Fees Member \$25 Nonmember \$50

**Participating Companies** Magna Donnelly (Holland); Trans-Matic Mfg. (Holland); Atlantic Automotive Components (Benton Harbor); Nicholas Plastics (Allendale); Landscape Forms (Kalamazoo)

### Radisson Plaza Hotel

**Room Reservation Deadline: April 16**

**Address** 100 West Michigan Avenue Kalamazoo, MI 49007 (Corner of Michigan Ave. and Rose St.)  
Phone 269/343-3333 Fax 269/381-1560 Web [www.radisson.com/kalamazoomi](http://www.radisson.com/kalamazoomi)

**Procedure** All participants are responsible for making and paying for their own lodging. Scanlon Leadership Network has a block of rooms reserved at the rate of \$119+tax. Rooms are available on a first come first served basis. Reservations **MUST** be made no later than April 16. After April 16 all rooms will be released to the general public. Mail or fax the completed Radisson Plaza Reservation and Payment Form to the hotel. **DO NOT** send the Form to the Network office. **If you call in your reservation, be sure to indicate that you are with the Scanlon Leadership Network group.** Check in is 4:00 pm., check out is noon.

**Directions** From I-94 take exit 76B, Westnedge Ave. North. Stay on Westnedge for 4.3 miles. Westnedge becomes a one-way street called Park St. You will reach the intersection of Park St. and Michigan Ave. in the downtown area. Turn right onto Michigan and immediately get into the left hand lane. The hotel is one block down on the northeast corner of Rose St. and Michigan Ave. Turn left on Rose St. to reach the parking garage.

For a map and/or directions from US 131 or the Kalamazoo airport, please contact the office at 517/332-8927 or [majel@scanlonleader.org](mailto:majel@scanlonleader.org).

### For More Information

Please contact Majel Maes or Paul Davis at 517/332-8927 or [office@scanlonleader.org](mailto:office@scanlonleader.org).

## Conference Workshop Information

Workshop Number and Title:

**First Sessions:  
10:30 - 11:30**

1. **Scanlon U.N. - SEE NOTE**
2. Scanlon 101
3. Landscape Forms' QUEST Program
4. Defining Root Cause
5. Value Stream Orienteering
6. Gainsharing: How to Get Better Results  
From Your Current Plan
7. Equity: A Non-Numbers Approach
8. Trans-Matic's Cultural Initiatives
9. Humor, Risk and Change
10. Tools for Team Excellence
11. Competency Management
12. Consultative Skills Overview
13. Maintaining Personal and Professional Balance

**Second Sessions:  
12:45 - 1:45**

14. Scanlon 101
15. National's Suggestion System
16. Value Stream Orienteering
17. Seven Levels of Corporate Consciousness
18. Humor, Risk and Change
19. Wescast's Balanced Scoreboard
20. Stress: The Inside Job
21. Competency Management

**Double Sessions:  
12:45 - 3:00**

22. Know Thy Numbers (BIZ WIZ)
23. Leadership Round Table
24. Employee Participation in Lean Implementation
25. Coordinator's Round Table
26. Managing Change: What Effective Leaders Do

**Third Sessions:  
2:00 - 3:00**

27. Wescast's HEART Training Program
28. Hoshin Quick Start
29. Seven Levels of Corporate Consciousness
30. Consultative Skills Overview
31. Tools For Team Excellence
32. National's Suggestion System
33. Middle Management Development
34. Juggling Change

**Suggested  
Tracks**

### Scanlon Plans/Principles

Scanlon 101  
Landscape Forms QUEST  
National's Suggestion System  
Wescast's HEART Training Program

### Lean Implementation

Defining Root Cause  
Value Stream Mapping  
Lean Implementation  
Hoshin Quick Start

### Finances

Gainsharing: How to Get Better  
Results From Your Current Plan  
Equity: Non Numbers Approach  
Know Thy Numbers

### Organizational Change

Seven Levels of Corporate Consciousness  
Managing Change: What Effective Leaders Do  
Humor Risk and Change  
Trans-Matic's Cultural Initiatives

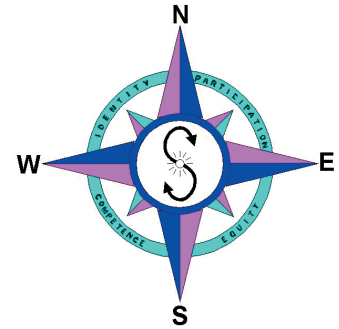
### Organizational Development

Tools for Team Excellence  
Wescast's Balanced Scoreboard  
Middle Management Development  
Competency Management

### Personal/Professional Development

Stress: The Inside Job  
Humor Risk and Change  
Consultative Skills  
Juggling Change  
Maintaining Personal and Professional Balance

**It is "required" (strongly suggested) that each Member company send at least one rep to the Scanlon U.N. session. Please see the workshop description section for more details.**



**Please record a first and second option for each session on the Conference Registration Form. Second picks will be assigned if the first pick is cancelled or full. Workshop descriptions are on the following pages in alphabetical order by title.**

**Important: If a double session is picked DO NOT register for a third session workshop.**

For your reference, we have provided the following 'tracks' of workshop topics

## Workshop Descriptions

**Competency Management** You know your employees are competent, but can you prove it? Is your performance review system clear and objective or does it depend on the insights and judgement of your supervisors? What criteria do you use to select from internal candidates for new job postings? A Competency Management system, correctly developed and properly implemented, can answer all these questions. This workshop explores SGS Tool Company's experiences in creating such a program. **N, M**

**Tim Shannon**  
Director of Inside Sales  
SGS Tool Company

**Coordinator's Round Table** Scanlon Coordinators are the individuals responsible for the implementation of any or all of an organization's Scanlon processes - from bonuses to all types of employee involvement. This discussion will be a mini Coordinator's Conference, where participants will have the opportunity to identify specific issues they are facing and brainstorm solutions with other Scanlon companies. **M**

**Don Garland**  
CS Representative  
National Mfg.

**Consultative Skills Overview** Scanlon organizations employ many people who work in 'consultative' roles. The more efficient and effective these internal people are as 'consultants', the more success they bring to their company. This one hour session will provide an overview of the approaches successful consultants use to maximize their impact. **M**

**Kevin Sheppard and Jeff Griffiths, Certified Management Consultants**

**Cultural Initiatives at Trans-Matic** Trans-Matic thought they had a great participative culture. But, a transition in executive leadership forced them to take a fresh look at their culture and their company's performance. The result was a recommitment to the Scanlon Principles. In this session, you will learn all about their comprehensive approach to revitalizing their culture and educating their employees through the Scanlon Roadmap. **M**

**Karen Spaulding**  
Director of HR  
Trans-Matic Mfg.

**Defining Root Cause** This workshop is about helping a team develop its own system of thought about a complex issue or problem using an 'affinity diagram' and 'relations charting'. This is a participate way for a team to brainstorm a festering issue and systematically define 'root cause'. **N, M**

**Carl Trisdale**  
Bindery Supervisor  
Thomson-Shore, Inc.

**Employee Participation in a Lean Organization** A discussion of the need for change, and the advantages of lean implementation in facilitating that change. Also covered will be a specific tool that will enable employees to participate, who will be able to obtain the results desired by your company. **N**

**Jeff Boss**  
Lean Sigma Blackbelt  
Magna-Donnelly Corp.

**Equity - A Non-Numbers Approach** Explore the connections between the classic recipe for marble chiffon cake and the Principle of Equity. Examine the delicate balance between individual ingredients, the process of blending, and the effect of temperature. Work together to discover the necessary ingredients for successful Equity at Scanlon organizations. **N, M**

**John Hutchinson and Tara Pipe**  
HEART Coordinators  
Wescast Industries

**Gainsharing: How To Get Better Results From Your Current Plan** This session is for participants who currently have Gainsharing plans and who are interested in advancing or renewing their current plan. The session will primarily be an open forum for participants, with questions and answers rather than a formal presentation. **M, A**

**Bob Masternak**  
Approved Scanlon Consultant  
Masternak & Associates

**Hoshin Quick Start** Hoshin is Japanese for 'direction needle'. Like a compass Hoshin helps a company maintain its direction. In this workshop you'll learn how to apply Hoshin concepts in your organization to link all levels through goal setting and monitoring. Network members will be able to take home a comprehensive training and Excel™ system to make Hoshin deployment quick and simple. **N**

**Paul Davis**  
President  
Scanlon Leadership Network

**Humor, Risk and Change** We know that humor skills are a vital component for a healthy, adaptable, and creative workplace. This 3-part video is an interactive and fun series with a serious message - the value and power of developing humor strengths. This skills imparted in this session are common to people who thrive in environments of rapid change. **ALL**

**Debbie Miller**  
VMI Coordinator  
National Mfg.

**N=Little or no experience with topic**

**M=Moderate experience with topic**

**A=Advanced experience with topic**

**ALL=All levels**



**trans-matic**

**SGS**

## Workshop Descriptions Cont'd

**Juggling Change** Change can sometimes be difficult. Often it requires us to learn a new skill that we may feel is impossible. We often feel stressed trying to keep all the balls at work and at home “up in the air.” In this one hour workshop, consultant Brad Hill will literally teach you how to juggle. In the process you will learn how to confront a difficult learning challenge...break it into workable parts...work with a teacher...develop and practice new skills...and eventually successfully juggle on your own. In the process you will learn about adult learning, how you approach change, and how it can be fun to do what at first appears impossible. **ALL**

**Brad Hill**  
Approved Scanlon  
Consultant  
The Hay Group

**Know Thy Numbers** A business is judged by the numbers it makes. What numbers are important to business performance and where do they come from? Don Barkman will lead participants on a quick journey through the land of numbers found on the income statement, drawing upon BIZ WIZ training materials to help educate them. Included in this fascinating financial foray will be the BIZ WIZ simulation where teams operate their own business. Learn about Net Income, Gross Profit Margin, Operating Profit Margin, Return on Sales and anything else there is time for. Participants from novice to knowledgeable will enjoy this fun and fast paced session. Bring a calculator if you have one! **N, M**

**Don Barkman**  
Top Dawg  
The Business Center

**Landscape Forms QUEST Program** Have you ever stopped to think of ways to bring employees closer together and have some fun along the way? Or perhaps to just create an opportunity for everyone to get to know and trust each other? Landscape Forms' secret is QUEST. Come join us and let us share how we use Best Practices and other strategies to accomplish that goal. **ALL**

**Bill Main**, President and  
**Sharon Norris**, Sales/  
Service Rep  
Landscape Forms, Inc.

**Leadership Round Table** This facilitated discussion session will provide a special opportunity for top Scanlon leaders to gather and address issues that are unique to their positions. Consider this a mini Leadership Retreat. Come with topics in mind, the majority of the time will be used to share best practices and brainstorm. **A**

**Ray Terwilliger and  
John Sanders**  
Approved Scanlon  
Consultant  
Terwilliger & Associates

**Maintaining Personal and Professional Balance** Times of extreme change can throw off the balance of work and personal lives. This session will help you avoid overwork and overstress. Topics that will be addressed include the myths of staying balanced; why balance is hard but possible; and strategies for maintaining balance. There will also be a mini- assessment of your life's balance right now. **ALL**

**John Schuster**  
The Schuster Kane  
Alliance

**Managing Change: What Effective Leaders Do** When faced with the prospect of a change we all have many questions. How will it affect me? Why is the change being suggested? How serious is the company about change? What will happen if I simply ignore it? In this workshop we will explore a structured process for designing and implementing changes. We will focus on the role of a leader as an agent of change. **ALL**

**Dr. Peter Scontrino**  
Approved Scanlon  
Consultant  
Scontrino and Assoc.

**Middle Management Development** One vital resource “team” in organizations is the “Middle Management Group”, populated by individuals who are front line supervisors or team leaders, those who hold more formal titles such as Manager or Director, and also those employees who may have professional degrees and operate autonomously in a specific functional area. This mixed group, not linked by a common functional area of responsibility, are an important cross-functional “team”! And, with varying degrees of business literacy, interpersonal skills and management savvy, this team needs to be developed as a functioning “team”. This workshop will explain how to identify the right individuals in your organization for this team, provide the appropriate forum(s) for interaction, suggest appropriate topics for the team to focus on, bring this team together to communicate a common message, recognize the company's objectives and eventually, support the company's overall business objectives in the most effective manner. **M**

**Karen Spaulding**  
Director of HR  
Trans-Matic Mfg.

**National's Suggestion System** We will walk you through our Silver and Bronze Best Practice medal winning suggesting tracking system, developed in house. Discussion topics will include design objectives, technology, implementation, enhancements and use. **N, M**

**Rusty Mills**  
Programmer/Analyst,  
Information Services  
National Mfg.

**N=Little or  
no experi-  
ence with  
topic**

**M=Moderate  
experience  
with topic**

**A=Advanced  
experience  
with topic**

**ALL=All  
levels**

## Workshop Descriptions Cont'd

**Scanlon 101** Who was Joe Scanlon? What are the Scanlon Principles and Processes? In this workshop you will learn the basics. This course should be considered a prerequisite for those totally new to the concepts and practices of Scanlon. Scanlon 101 is easily customized and can be downloaded from the Network website. **N**

**Mollie Dalman**  
Equity Committee Chair  
Magna Donnelly Corp

**Scanlon U.N.** This session has been developed in response to feedback that the value of the Conference would be greater if Members were able to apply the learnings better. Therefore, the Network **STRONGLY SUGGESTS** that each Member makes it 'required' attendance for at least one representative. The session will focus on ways to prepare for the Conference experience, and strategies for using the Conference as a tool for organizational development. Current best practices will be shared, and new ideas will be discussed. Special consideration will be given to methods of continuing to receive value from the Conference throughout the year. Also included will be information regarding how to use the Network as a resource and get the most out of your company's dues dollars. **M,A**

**Becky Fulgoni**  
VP for People  
Landscape Forms and  
**Paul Davis**, President  
Scanlon Leadership  
Network

**Seven Levels of Corporate Consciousness** This workshop is an exploration of how values - individual, group and corporate - affect a company's direction and success. Based on the work of Richard Barrett and his book Liberating the Corporate Soul, Pete Hovde will introduce you to the seven levels of corporate consciousness and how you can lead based on the distribution of values in each level. **M,A**

**Pete Hovde**  
Associate Scanlon  
Consultant  
The Possibilities Co.

**N=Little  
or no  
experience  
with topic**

**Stress: The Inside Job** Today the most commonly prescribed drugs are for the treatment of hypertension, stomach ulcers, and anxiety - all which have a stress component. We need to understand how our bodies react to stress and what we can do about it. We will quickly explore the research on stress, and then learn steps to reduce stress in our lives. **ALL**

**Paul Davis**  
President  
Scanlon Leadership  
Network

**M=Moderate  
experience  
with topic**

**Tools for Team Excellence** Many Scanlon organizations use teams as a fundamental structure to gain employee input and involvement. We will briefly examine 25 years of observations of teams, the pros/cons of the 3 basic forms of teams, and the 7 key components of excellent teams. The bulk of the time will be spent on tools to help teams when they get stuck, so it will be appropriate to attend if you have an area of difficulty where you'd like a resolution. **M,A**

**Dr. Greg Huszczo**  
Associate Scanlon  
Consultant

**A=Advanced  
experience  
with topic**

**Value Map Orienteering** In this interactive workshop, participants will learn the basics of Lean and Lean Implementation through Value Mapping, and the 4 steps of implementing Lean. Participants will sketch a map of their own value stream, and develop a detailed action plan to implement when they get back to their plant or office. Shop floor and administrative value streams will be considered. Participants will see examples and hear success stories describing how one company used the mapping tool for significant improvements. **N, M**

**Rob Ptacek**  
Ptacek & Assoc. and  
**Ray Uniejewski**  
Ferro Corp.

**ALL=All  
levels**

**Wescast's Balanced Scoreboard** \*Recipient of a 2003 Scanlon Best Practice 'Gold' Award: To find out if positive change has occurred, leaders must execute a new way to measure performance for improvement. Knowing what to measure means understanding the core values that drive operational excellence. BSB is a measurement system that will support the Lean journey and the Visual Factory, and build a foundation for Six Sigma and Operational Performance / Excellence. Participants will receive "Balanced Scoreboard Effectiveness (% Rating)", as a template to implement and monitor BSB effectiveness in your own respective plant. **M**

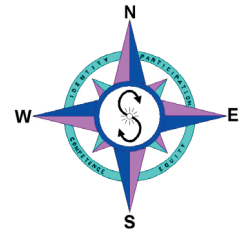
**Harry Schiestel**  
Director of Quality  
Wescast Industries

**Wescast's HEART Training Program** This interactive workshop will provide participants with an overview of Wescast's 2 day HEART training program, which was a 2003 Silver Best Practice Winner. Participants will experience selected activities from the program and will be provided with a copy of the facilitator's guide. **M**

**Kerry Pletch**  
OE Specialist  
Wescast Industries



## Planning for the Conference



Conference attendees return from the experience pumped up, full of ideas and energy. How do you keep that energy from dissipating? How do you make the most of the money and time your company invests, and continue to receive value from the Conference long after it is over?

It is vital to prepare your representatives for what you expect them to bring back, and what they will do with the information. We highly recommend that you have a plan that details how you will use the Conference to further your organization's developmental goals. Through the years, the Network and its members have developed ideas about and means of doing this. This sheet summarizes these strategies.

\*Network staff and Planning Committee members stand ready to assist you with any phase of this process. If you would like to speak with someone who has practice in this, please contact the Network office.

### Before the Conference

- Hold a pre-conference 'huddle' where you go over conference dates, location, theme, agenda, and logistics (all of which are included in this package). Most importantly, you need to cover company expectations of what participants are to bring back, and what workshops it would be appropriate for them to attend. **MAKE SURE** they have a solid grasp of the Scanlon Principles, as they will be brought up often during the conference.
- It can also be good to prepare participants for things to expect at the conference. Some of these are: lots of people willing to exchange ideas; an almost 'pep rally' atmosphere; participants may have to sit longer than they are used to (especially for production people); if a workshop is not meeting their needs they are welcome to go to a different one.

### During the Conference

- Make it 'required' that at least one representative attends the Scanlon U.N. workshop (see workshop descriptions for details).
- Prepare items for participants to use to gather information during the conference - networking is key! A couple of ideas for this are preparing a list of questions they need to collect answers for, or create a crossword puzzle they will need to ask people questions about in order to complete.
- Hold a rally - this is a great way to consolidate the day's learnings and discuss issues you believe will be of most benefit to your organization. Some questions you may want to ask during the rally are:
  - What are the best ideas we can use from workshops/keynotes?
  - How can we use our Scanlon process to take our learnings back and apply them personally, professionally, organizationally?
  - Who will handle the transfer of what we have learned? And how will we know it has happened?
- Volunteer to facilitate a workshop as an exercise in personal/professional development.

### After the Conference

If you don't hold rally during the Conference, have 'debriefing' to recap SOON after returning to work.

Some strategies for keeping the energy and momentum after the Conference is over:

- Develop task teams to continue working on topics/ideas brought back; meet as often as need over the next several months to develop and implement ideas.
- Have participants prepare a presentation on their impressions/what they learned, which will be presented at a plant-wide meeting.
- Hold a party soon after the Conference for participants, and invite all past attendees to rekindle their spirit as well.



## Consultative Skills

**Date** Tuesday, May 11  
**Times** Registration: 8:30 a.m. Program: 9:00 a.m. - 4:30 p.m.  
**Location** Great Lakes 3 (lower level of Radisson)  
**Presented By** Kevin Sheppard and Jeff Griffiths, Benchmark Performance  
**Registration Fee** Members \$195 Non-Members \$295  
 (Fees include continental breakfast and lunch)  
 \* Registration table will be in the lower level lobby

Most Scanlon organizations use outside consultants for some tasks, but they already employ many people who work in consultative roles. Staff people function in any organization by planning, recommending, assisting, or advising in such matters as:

- Personnel • Financial analysis • Auditing • Systems analysis • Market research • Product design
- Long range planning • Organizational effectiveness • Safety • Human resource development

The more efficient and effective the internal people are as 'consultants' the more success they bring to their organization. We will cover topics including:

- The consulting process - styles and approaches • How the Scanlon Principles impact consulting approaches • Phases of a typical consulting engagement • Defining project scope • Data gathering techniques • Diplomacy - saying what has to be said and doing what has to be done without alienating people • Dealing successfully with conflict and resistance • Performance consulting • Ethical considerations

The day will include case studies, self assessments, role play and fun! At the end of the day, participants will be ready and able to be more effective internal 'consultants' in their

**Kevin Sheppard and Jeff Griffiths are Ceritified Management Consultants (Canadian Association of Consultants) and Associate Consultants in the Scanlon Leadership Network. They operate Benchmark Performance's western office based in Calgary, Alberta, and work all over North**

### Registration: Please Complete and Mail or Fax to Network Office

Company Name/Address \_\_\_\_\_

Company Contact Name and Title: \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

Participant(s) Names/Titles:

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

Payment -Due with Registration Enclosed is a check or credit card authorization for \$ \_\_\_\_\_

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2875 Northwind Drive, Suite 121  
 East Lansing, MI 48823  
 Phone 517/332-8927 Fax 517/332-9381  
 E-mail office@scanlonleader.org

## Helping Individuals Change: Effective Coaching Techniques

**Date** Tuesday, May 11

**Times** Registration: 8:30 a.m. Program: 9:00 a.m. - 4:30 p.m.

**Location** Great Lakes 2 (lower level of Radisson)

**Presented By** Dr. Peter Scontrino, *Scontrino and Associates*

**Registration Fee** Members \$195 Non-Members \$295

(Fees include continental breakfast and lunch)

\* Registration table will be in the lower level lobby

This full day workshop focuses on the things a manager or supervisor can do to help an employee improve his or her performance. The workshop begins with a discussion of key motivators at work. We then turn to the role performance expectations play in shaping an employee's performance. The components of high quality feedback are discussed in the context of using feedback to change performance. We then turn to seventeen specific questions that can be used to diagnose a performance problem. The actual steps in the fact to face coaching process are presented followed by participants practicing the coaching steps using real life problems. This is a hands-on workshop with lots of discussion and practice.

**Peter Scontrino has been coaching individuals and teams at all levels of the organization since 1971. He has helped his clients use coaching as part of effective performance management systems. He has trained hundreds of managers and supervisors in effective coaching techniques. He is a very hands-on trainer who uses practical exercises and problems as a key part of his training programs . Peter is one of Carl Frost's students and is an approved**

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### Registration: Please Complete and Mail or Fax to Network Office

Company Name/Address \_\_\_\_\_

Company Contact Name and Title: \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

Participant(s) Names/Titles:

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

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