

Zoom for Change

Accelerated Process Redesign

The **ORG Group** and **Outside Edge, Inc.** have partnered to offer a unique, comprehensive program called *Zoom for Change* that delivers a systematic approach to creating, introducing, and supporting process improvements. This three-part program includes:

- Sponsor Training
- *Zoom* Training
- Leadership Coaching and Team Facilitation

Unlike stand-alone training, this complete program fully prepares your organization to successfully lead, implement, and sustain your change initiative to produce customer-oriented bottom-line results—fast!

Sponsor Training

We first work with key leaders to align specific change initiatives with the organization's strategic direction. Early in the change effort, we convene your leaders and managers for a one-day Sponsorship Training to explore their key roles and responsibilities for ensuring the success of their process improvement teams. The organization's leadership team learns how to direct and support process improvement teams by creating a vision for the change, defining the project scope, identifying measurable goals, determining resource requirements and budget, clarifying expectations, and delegating authority to front line employees to implement proven changes.

Zoom Training

Next, members of the process improvement teams attend *Zoom* Training—a dynamic, hands-on, simulation-based workshop where participants immediately apply tools taught in the classroom to a real business process. Participants learn to understand quality from the customer's viewpoint, to delight their customers through higher quality and value, to use the *Zoom* method for change (a faster version of Deming's process improvement cycle), to employ simple tests to prove redesign ideas, and to apply their creativity to achieve breakthrough results. This training creates both confidence and enthusiasm, which leads to a high rate of implementation and success for your organization.

Leadership Coaching and Team Facilitation

After attending the Sponsorship Workshop and the *Zoom* Training, employees at all levels have enhanced skills to lead and implement change. They are excited to begin your organization's important business process improvement projects. Our coaches and facilitators are available either onsite or by phone to help your organization stay on track. They have experienced the gamut – from predictable pitfalls to out-of-the-box solutions – and will steer your efforts away from typical barriers and towards proven success strategies.

Through this combination of Sponsor Training, *Zoom* Training, and Leadership Coaching and Team Facilitation, your organization will be fully prepared to successfully implement your process improvement initiatives.

Want to learn more? Call or e-mail us for more information or visit our website.

