

Partners in Lean Learning:



Lehigh Carbon Community College (LCCC)

provides education for the workforce of tomorrow, training to keep today's workers up-to-date, and retraining for dislocated workers.

For information on *Lean Workforce Training*, or to arrange a free consultation, call Lois Yeakel at 610-799-1961, or email her at lyeakel@lccc.edu.



Manufacturers Resource Center (MRC)

is a non-profit organization that assists small and mid-size manufacturers in improving their productivity and quality, lowering their costs and advancing their competitiveness using up-to-date technologies and proven business techniques. MRC is the local deliverer and expert in Lean Manufacturing techniques.

For information on *Lean Manufacturing*, contact Doug Plikaitis at 610-758-5225 or email him at doug@mr CPA.org.



Manufacturers Resource Center
125 Goodman Drive
Bethlehem, PA 18015

Best Lean 6
Manufacturing
Practices

+

Best
People Skills

=

Powerful
Performance





Achieving Top Performance

Practicing lean manufacturing is the answer for improving bottom line performance, but the strategies and methods can only go so far. To achieve and maximize these goals, you need people that possess the skills to respond to constant change, shorter demand cycles, and a quicker pace of doing business.

The Manufacturers Resource Center (MRC) and Lehigh Carbon Community College (LCCC) have partnered to assist manufacturers in keeping their competitive edge while at the same time improving their bottom line results.

System to Improve Profitability

MRC has developed a Lean6™ Transformation Process to guarantee that the lean improvement strategies take place and are long-lasting.

People have to get lean before the company can get lean. They need to understand how their communications, management, teamwork, conflict resolution and idea generation effect the whole enterprise and its ultimate needs and goals. Lean people skills are the prerequisites to creating a Lean enterprise.

Lean People Skills

LCCC has developed a customized activity based curriculum to take an organization through the soft skills training to optimize their employees' understanding and contribution to effectively institute lean and the bottom line results. The training consists of six basic modules and one leadership awareness module.

MODULES

How Adults Learn

Customized to a Lean Environment, includes a fun and interactive case which puts it all together.

1. Introduction to Communications

Discover work behavioral styles, how those styles impact others, and strategies for blending and capitalizing more effectively.

2. Communication Foundations in a Lean Environment

Explore additional elements of communication that are imperative for effectiveness, understanding where and why communication breaks down, how to be an active listener, and how non-verbal cues impact the overall message.

3. Managing Change

Explore myths about change, stages and levels of change, and some of the common reasons for resisting change.

4. Conflict Management

Sets the stage for exploring the positive and negative effects of conflict as well as the causes. Resolve conflict utilizing a variety of conflict management techniques with an overview of the problem-solving process. (Simulation event included)

5. Problem Solving & Decision Making

Understand how to define a problem and identify the root cause; explore the group decision-making process and the advantages and disadvantages of group versus individual decision-making.

6. Effective Team Building Strategies

Explore the benefits of a team and how effective teamwork ultimately produces success. Participants evaluate their own "team fitness" and identify those elements that are a barrier to team goals.

Workforce Training: Growing your most important Asset

An organization's single most important asset is an efficient, well-trained workforce that makes the difference between a company's success and growth or failure.

Today workforce training is not just about the skills to run the machinery, but how to communicate ideas to improve processes, work as a team, and understand the steps of problem identification and decision-making.

Gaining such a workforce leads to measurable bottom line results. This customized approach to these key training elements gives your company a 'leg up' on your competition and enhances your results in the implementation of lean manufacturing.

People Skills Certificate

You can choose to take advantage of six basic modules to qualify your company for a MRC - LCCC Lean People Skills Certificate, which recognizes your achievement in Lean People Skills. The certificate recognizes your achievement in Lean People Skills AND EARNS YOU 1.8 CEUs.

LCCC and MRC identify the needed people skills and the best Lean practices to help you achieve your best performance.