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DISCOVER

PROVE

OPTIMIZE

Building Strong  
Lean & Six Sigma Teams



**CREATO**  
Performance Solutions

## *Introduction*

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Lean and Six Sigma Masters understand how critical the need is for effective communication skills in building and managing strong deployment teams. Poor interpersonal communication between team members and leaders is often at the heart of misunderstandings, conflicts and failed or compromised outcomes.

As the leader in Lean and Six Sigma training in the healthcare industry, Creato has addressed this critical need through the ***Building Strong Lean and Six Sigma Teams*** program as either a stand-alone learning event or as a component of its Lean or Six Sigma training curriculum.

The program is designed to help Team Leaders quickly build effective communication and management skills and to identify the behavioral and communications needs and preferences of each member of their team.

Once those needs are identified, Team Leaders can more effectively manage and deploy team members according to their personal behavioral strengths and characteristics and avoid compromised performance and/or conflicts.

Team Leaders understand what each team member needs from the Leader and other team members. Potential behavioral weaknesses or challenges are identified and understood in advance of project development and the leader is taught the skills to provide the support each member needs to succeed.

As a prerequisite to this learning program, each Team Leader must have undergone and been debriefed on a personal behavioral assessment through Creato and its ***Candidate Assessment and Support Program***.

## *Program Components*

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Each leader is trained in how to take an emotionally and behaviorally intelligent approach to leading his/her team.

Team Leader training is delivered in an intensive half-day learning experience that includes:

- Leaders learn how to identify each team member's behavioral approach to problem solving, working with and influencing other people, their preferred work pace, how risk averse they are and how they respond to policies and procedures.
- Leaders will learn about the value that each member brings to the team and how to create the ideal environment for each member.
- Leaders will learn how to most effectively communicate with, support and manage each team member to avoid conflicts and maximize the likelihood of successful project outcomes.

With this learning in hand, the Team Leader is equipped to make objective and well-informed decisions about the most effective management and deployment of each team member. Team effectiveness and the likelihood of project success is thereby greatly enhanced.

To learn more about the *Becoming an Emotionally Intelligent Leader* Program from **Creato** and how it can benefit you and your organization, please contact:

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