

Alpen Path Solutions Inc. Lean Facilitator/Coach Training

Lean is about creating a culture of making everyone, at all levels, responsible and accountable to solve problems in their own work, every day.

Lean facilitator/coach training objectives

Relying on external Lean support at the early stages of a Lean journey is a normal step. However, as Lean builds momentum, public sector organizations need to develop internal capability to support and guide process improvement activities being deployed in different sectors and to ensure alignment with improvement priorities set by management.



Yet process improvements must not be separated from daily work. This is why the main objective of our Lean Facilitator/Coach Training Program is to develop improvement agents who coach and guide people leading improvements in their work and who understand that Lean is participatory science, i.e. knowledge about problems (and countermeasures) resides with the people doing the work, in their context.

Our approach creates value for citizens by ensuring that organizations do not create costly armies of facilitators assigned to specific “Continuous Improvement Divisions” or “Lean Units”. Such units can become an end in themselves and may lead to a culture of improvement ‘experts’ who are responsible for planning, implementing and reporting on improvement activities disconnected from daily work. As a safeguard, Alpen Path Solutions works closely with management and aspiring candidates to assess organizational and candidate’s individual needs.

Our four to six month Facilitator/Coach Training Program combines assigned readings, classroom learning, observational learning during a Lean activity in your organization, experiential learning during a second Lean activity in your organization and individual coaching. Management plays a critical role in the Lean Facilitator/Coach’s Training Program as they must commit to leading the Lean transformation in their public sector organization.

Lean facilitator/coach participant’s and organization’s commitment

- 1) Undergo a Lean Facilitator/Coach Readiness Assessment
- 2) Acquire a body of knowledge (assigned reading of books and articles)
- 3) Attend five Lean in-house experiential learning workshops:
 - i. Introduction to Lean for Government (1 day – in-house)
 - ii. Lean is Science (1 day – in-house)
 - iii. Lean Champion (1 day – in-house)
 - iv. iLean (1 day – in-house)

The above Lean courses are offered in-class (at the Chateau Laurier, alpenpathsolutions.com/training) or in-your-workplace for up to 14 participants/workshop. Introduction is a prerequisite for all other courses. Usually \$2,500 (plus HST) per workshop, but only \$2,210 (+ HST) each when bundled.

 - v. Lean Facilitator/Coach Training Workshop (2 days – in-house or at the Chateau Laurier)
- 4) Engage in observational learning with coaching during a 2 to 4 day Lean activity that France Bergeron and Joanne Gaudet co-facilitate in your organization.*

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- 5) Engage in experiential learning with coaching during a 2 to 4-day Lean activity that the participant facilitates in your organization.*
- 6) 5 hours of individual coaching.

Lean activities involve **real processes in your workplace and must be supported by management as they require the participation of staff in the selected processes.*

Overall duration

Approximately 4-6 months, depending on scheduling for Lean activities, participant's and management's availability and course schedule.

Management commitment

Oversee the participant's Lean Facilitator/Coach Training Program. Sponsor and attend the kick-off and report-out events for the two Lean activities.

Estimated cost

- 1) Attend four in-house one-day Lean experiential learning workshops: total cost of \$1,580.00 +HST (\$395.00 +HST per course) in-class at the Chateau Laurier **or** total cost in-your-workplace is \$8,840.00 +HST (for 14 persons including the trainee. Introduction to Lean for Government is a prerequisite for all other Lean workshops.)
- 2) Assigned reading material per participant (books and articles): \$500.00 +GST
- 3) Lean Facilitator/Coach Training (2 days) per participant, professionally co-facilitated Lean activity (in-house, 2 to 4 days), participant-facilitated Lean activity with coaching during the activity (in-house, 2 to 4 days) and 5 hours of individual coaching: \$12,190 +HST

Options

- 4) Collaborative module for groups of participants (3 X 0.5-day): \$5,000.00 +HST
- 5) Purchase of Alpen Path Solutions Inc. Lean tools and training materials or coaching to develop your own Lean tools and training materials
- 6) One or more half-day Lean for Executives workshops (each workshop \$1,250.00 +HST)

Short and long-term benefits for the organization

- Internal Lean facilitator/coach with a solid foundation in Lean and experience in facilitating at least one improvement activity in your organization
- In-depth Lean experiential learning on Lean thinking and Lean tools for up to 14 staff and management who attend the four one-day Lean workshops if offered in-your-workplace
- Improvement of two processes in your organization
- Lean training and engagement of 12 to 16 staff working in the two processes that were part of the above Lean activities
- Engagement of management for a successful and sustainable culture of continuous improvement

For more information and to register, contact us:

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Thank you.

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