Cure Your Team’s Process Improvement Fatigue and Boost Their Effectiveness

Presented by Craig Hale
Esterline Control Systems - AVISTA
“Ugh, not another process change! Didn’t we just have one last month?”
Any change, even for the better, is always accompanied by drawbacks and discomforts.

Arnold Bennett
Change hurts. It makes people insecure, confused, and angry. People want things to be the same as they've always been, because that makes life easier. But, if you're a leader, you can't let your people hang on to the past.

Richard Marcinko
Diagnosis: PIF
Treatment
Team Engagement
Communicate, Really Communicate

WIIFM
Communicate, Really Communicate

• Sponsor communication
• Build awareness in purpose, value and employee responsibility
• Communicate why we want everyone to provide suggestions
• Formal Communication (memos, process training)
• Informal Communication (word of mouth)
Gain Buy-In
Work Together
Limit Impact with Training

2
Train
Time it Right
Measure It
Manage Change
Why Are We Doing This?

WIIFM
The People Factor

Do we have to?

I don’t want to!

What does Bob think?

This is a great idea!

What?
Chronic Improvement
Use a Schedule
Prescription for PIF

MEDICAL CENTER

NAME ____________________ AGE ______
ADDRESS ____________________ DATE ______

Rx

Engagement
Training
Manage Change

SIGNATURE

☐ LABEL
REFILL 0 1 2 3 4 5 FRN NR
Both tears and sweat are salty, but they render a different result. Tears will get you sympathy; sweat will get you change.

Jesse Jackson
Questions?

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