



ASQ

AMERICAN SOCIETY
FOR QUALITY™
Dayton Section 0909

2011-2012 PROGRAMS FOR DAYTON SECTION

www.asqdayton.com

Registration email confirmation
will be sent with directions 1 day
prior to the event.

Sign-in starts 8:00am

Building 13, room 103

Workshop starts at 8:30am to
11:30am.

All Saturday workshops hosted by ASQ Dayton Section 0909 are free to members and guests. Please invite your co-workers and other contacts to attend. These workshops are offered to introduce, build, and re-enforce concepts to put into your "quality toolkit".



View of Building 13, looking to the south-east corner of West Fifth St. and Perry St.

SATURDAY, JANUARY 21ST

"CHANGE MANAGEMENT: THE PROFESSIONAL'S TOOLBOX"

Workshop Facilitated by Jeff Cole, JCG, Ltd.
Consultant and Author

Please join us January 21st for our next "Free Saturday Workshop" facilitated by Jeff Cole, noted local consultant and author, who has over twenty five years experience in the quality improvement field. We recently sat down with Jeff and discussed the workshop.

ASQ: "Several years ago you conducted a well-attended workshop for us called 'Change Management Secrets for the Quality Professional.' How is this workshop different and why should people attend?" JC: "These workshops are based on a simple premise: You and I can create the best process in the world, but if the humans who need to engage in it don't do so, you've lost your investment. And, unfortunately, there's no button in Minitab or Excel we can click to make somebody follow our new process. In the previous workshop, I covered general concepts for change. This time we'll cover the tool set every quality professional needs to make this happen. These will be very different than the statistical tools participants may be used to using."

ASQ: "What will participants get in this session?" JC: Primarily they will receive a condensed version of a several day workshop people have paid over \$2500 to attend. In 2011, I co-authored a book entitled *Driving Operational Excellence*, in which I shared nine Street Smart Tips for driving change. We'll do a short review of general concepts and then loosely follow those tips, showing some detailed tools you would use in various situations to manage process change. Every participant will receive a complimentary copy of the 30-page e-book called the *Change Management Street Smarts Workbook*, which guides readers through an interactive thought process for change. A few lucky people will win some prizes. I'm not Oprah – so don't expect cars, but something useful nonetheless.

ASQ: *Who should attend the workshop?* JC: It is geared for all levels of professionals. Those who are driving process change in the workplace, and those who are impacted by changes will relate the most. Students should attend as well because much of this is not covered in a typical college class.

Jeff Cole is owner and principal of JCG, Ltd., a firm specializing in improvement strategies. A former quality executive in a Fortune 500 firm, Jeff has over twenty years experience in improvement techniques and human change. He holds an MBA and certifications in Six Sigma, Quality Management, and Change Management. Jeff also served two terms on the board of examiners for the Malcolm Baldrige National Quality Award. He is a frequent speaker at conferences and has helped clients across a variety of industries. JCG, Ltd. can be found on the internet at www.jcolegroup.com.

Meeting Location:

Sinclair Community College, Building 13 (AIM Center) in conference room 103 (Entrance from the front doors, go to the left, along north hallway). Google "Sinclair Community College map" to get the interactive direction viewer for your driving directions. Metered parking along street is free on Saturday's. Or, use the Student A garage (3rd level) attached to building 13 for \$2 (upon exit). Tube to 13 puts you at 2nd floor of the building.