

Staff Development Classes

Change Management SD 01

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Consultant

Course Description:

This workshop provides participants with an understanding of the dynamics of change principles for successful change management and models for large-scale organizational change. Students learn specific steps to take when planning and leading change. Key concepts include the organization's and manager's readiness for change, the critical need for managers to communicate clearly and consistently during change, and the importance of the human dimension to effective change.

Course Objectives:

- Identify the key factors driving the need for change in organizations
- Understand how others deal with change
- Apply principles of effective change managers
- Understand the skills and mind-set needed to become a change manager
- Review proven change models and apply them to your change initiatives

Bridging the Gender Communication Gap SD 07

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Cindy MacNaul

Course Description:

People have different styles of communicating with other people. Communication style depends on a lot of things: where people are from, how they were raised, their educational background, their age, and it also can depend on their gender. There are varying degrees of masculine and feminine speech characteristics in everyone. Correctly interpreting those characteristics can often determine the success or failure of interpersonal relationships, work projects, personal goals, and even sales efforts.

This workshop provides a basis for lively discussion as it evaluates the "not so common" things between men and women. Informative tools are provided that allow both sexes the opportunity to be more effective in the workplace and at home.

Course Objectives:

- Understand the primary reasons why men and women communicate differently
- Recognize how men and women use language differently
- Know the difference between grumbling and venting
- Understand why men are said to come from "Mars" and women from "Venus"
- Learn the effects of showing feelings in the workplace
- Understand why women don't ask for help

Staff Development Classes

Conflict Resolution

SD 08

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Kathleen Gadd

Course Description:

All relationships experience some kind of conflict. What matters most in conflict situations is that the conflict be resolved effectively. This workshop focuses on evaluating the causes of conflict and understanding the mental barriers that prevent us from addressing conflict. Participants perform an assessment to identify their own personal style of dealing with conflict and learn the most appropriate times to use each of the different styles. A basic feedback model will be introduced as a primary conflict resolution tool. Conflict within the organization and in people's personal lives will be addressed and used in skill practice scenarios.

Course Objectives:

- Identify and understand causes of conflict
- Recognize and overcome the mental barriers that get in the way of addressing the conflict
- Apply the various conflict resolution styles to appropriate conflict situations
- Use a basic feedback model to initiate a conversation about a conflict

Think Before Sending: Email Strategies & Etiquette

SD 15

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Nichol Howell, Kathleen Gadd

Course Description:

Without a doubt, the most potent application of the Internet is email. Both internal and external business transactions take place with amazing speed and efficiency by using email. However, the digital era makes communication skills quite different from those in the past and it is easy to inadvertently step on someone's cyber toes. Therefore, it is important for employees to develop skills and strategies that make email messages clear, effective, efficient, and appropriate. Students learn tips and tricks about email so they can avoid an email faux pas.

Course Objectives:

- Apply practical strategies to strengthen electronic communication
- Understand email practices in business
- Write clear, effective, and appealing emails
- Avoid common email blunders by applying proper email etiquette
- Apply Lotus Notes email tips and tricks

Perfecting Your Negotiation Skills

SD 18

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Consultant

Course Description:

Avoiding the everyday pitfalls in negotiating can be difficult. This workshop focuses on the concept of learning to plan better, developing an understanding of other negotiating styles, and conquering any difficult tactic a worthy opponent presents. Through better understanding of self and an awareness of other styles, this workshop helps even the best of negotiators succeed with the entire process. Participants also engage in discussions, activities, and case studies to reinforce and practice more advanced negotiation principles and strategies.

Course Objectives:

- Understand preferred negotiation styles
- Employ a range of styles
- Stay focused during difficult negotiations
- Apply appropriate communication techniques during negotiations
- Avoid common pitfalls that may occur during negotiations
- Negotiate effectively in a professional manner

PRO: Producing Results With Others

SD 22

Length: 8 hours (1 day)

Prerequisite(s): None

Instructor(s): Des Vassios Roosa

Course Description:

Participants complete a self-assessment to determine their social style. Students learn to better interact with others to produce desired results by identifying the unique characteristics of each of four styles. Students explore how they appear to others and control themselves by analyzing their verbal communication skills and body language. Students also learn the four steps to improve their interpersonal effectiveness with others and how to adjust their behaviors to accommodate the style preferences of other people in order to be more effective.

Course Objectives:

- Engage and motivate others by using the appropriate balance of task and people
- Understand how they appear to others and learn to control themselves
- Establish effective professional relationships with others regardless of differences
- Style flex to accommodate the behavioral preferences of others in order to interact effectively
- Identify strengths and weaknesses of their social style when working with others
- Define team characteristics when forming, storming, norming, and performing

Staff Development Classes

Working With You Is Killing Me SD 24

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Des Vassios Roosa

Course Description:

This course focuses on the importance of interpersonal relationships with coworkers and how to mitigate destructive patterns they sometimes fall into. Through individual and group activities, participants discover the seven boundary busters and four types of toxic relationships that most often occur in the workplace. Using case studies, participants practice “unhooking” using four steps to disengage from unhealthy work relationships that leave people feeling angry or taken advantage of.

Course Objectives:

- Identify the symptoms of a negative workplace relationship
- Recognize the role each person plays in these situations
- Set boundaries and control reactions to coworkers who cross those boundaries
- Unhook themselves from difficult interpersonal situations at work
- Free themselves from emotional traps at work

The 7 Habits of Highly Effective People SD 26

Length: 16 hours (2 days)

Prerequisite(s): None

Instructor(s): Cindy MacNaul

Course Description:

This course reviews all 7 Habits as explained in Stephen Covey’s book. A Franklin day-planner and 360 review (benchmark) are two resources used to illustrate areas of focus for each individual. Powerful lessons in personal change are the emphasis of this workshop.

Note: Because this is a vendor-sponsored course, taught by a FranklinCovey-certified instructor, there is an extra fee assessed for this class: \$416/supervisory and \$376/non-supervisory.

Course Objectives:

- Recognize and understand the value each habit has in achieving personal and professional success
- Identify and practice time management skills that contribute to personal effectiveness
- Use the integration process of incorporating the essential principles and habits into your life
- Develop improved interpersonal relationships

Focus: Achieving Your Highest Priorities SD 27

Length: 8 hours (1 day)

Prerequisite(s): None

Instructor(s): Nichol Howell, Desiree Vassios Roosa

Course Description:

Competing priorities... multiple deadlines... there are only 24 hours in every day, but the amount of things to do in that time has expanded exponentially. This FranklinCovey workshop focuses on personal effectiveness and productivity in today's fast-paced work environment. With the right tools, people can find time for the things they really want to accomplish and lead a happier, more productive life both at the office and outside of work. The workshop includes a FranklinCovey Planner Starter Kit to help participants maximize the learning experience and change the way they think about productivity.

Note: Because this is a vendor-sponsored course, taught by a FranklinCovey-certified instructor, there is a \$130 fee assessed for this class.

Course Objectives:

- Increase productivity by identifying and focusing on top priorities
- Enhance success by setting goals that align with the most important objectives
- Effectively manage all the incoming information
- Reduce stress by recognizing and eliminating low-priority activities and distractions

Emotional Intelligence SD 28

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Kathleen Gadd

Course Description:

Research has identified 18 Emotional Intelligence competencies which are grouped into the four domains of self-awareness, self-management, social awareness, and relationship management. This workshop examines the concept of Emotional Intelligence by looking at each domain in detail.

Participants take an Emotional Intelligence assessment to help determine their strengths as well as the skills that will provide the greatest opportunity for improvement in each domain. The assessment results help increase self-awareness and open the door to change. When people build their emotional intelligence, they perform better, treat one another better and get more out of going to work. It helps create an environment in which everybody wins.

Course Objectives:

- Understand emotions and personal tendencies with different situations and people
- Move adeptly through current challenges and prevent future ones
- Accurately pick up on emotions in others and get what is really going on
- Use awareness of emotions and the emotions of others to manage interactions successfully
- Communicate clearly and effectively handle conflict

Staff Development Classes

Explore Wagner

SD 30

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Kathleen Gadd

Course Description:

This course is for students who want to learn more about Wagner, whether to be a more effective employee or to explore career options within the company. This workshop introduces individuals to the different divisions and departments within Wagner. Students learn the organizational structure of the company, the primary functions of each division and department, and how these business units interact.

Course Objectives:

- Understand the organizational structure of Wagner
- Understand the primary functions of the various divisions and departments
- Identify how their present and developing skills can transfer to various jobs within the organization

The Culprit and The Cure

SD 37

Course Length: 1.5 hours (.188 day)

Prerequisite(s): None

Instructor(s): Consultant

Course Description:

Millions of Americans are struggling to eat healthier, become active on a regular basis, or control their weight. Many are at risk for a chronic disease, such as cancer, heart disease, or diabetes. This dynamic seminar can be a lifeline that gives participants sound, proven, and practical strategies that can drastically change and transform their lives. Each participant receives a copy of the book "The Culprit & The Cure."

Course Objectives:

- Determine if they are at risk for a chronic disease
- Identify habits that form lifelong destructive patterns
- Transform their physical and emotional health
- Make a lifestyle change that will enhance the quality of their life and extend it
- Take charge of their health

Better Sleep

SD 38

Course Length: 1 hour (.125 day)

Prerequisite(s): None

Instructor(s): Consultant

Course Description:

Sleep is essential to restoring health and vitality to the mind and body. Studies show that people who get adequate sleep live longer, healthier lives. Better Sleep is a program designed to help employees overcome sleep problems and improve the quality of their sleep. Dealing with the special challenge of shift work will be addressed.

Course Objectives:

- Identify the most common sleep problems
- Get a better night's sleep
- Increase their level of alertness while working and driving
- Be calmer and less emotional at work and at home after sustaining the recommended amount of sleep over a period of time
- Strategize a sleep schedule that will most benefit them if they work night or double shifts

A Smoke-Free Start

SD 39

Course Length: 1.5 hours (.188 day)

Prerequisite(s): None

Instructor(s): Consultant

Course Description:

There has never been a better time to become smoke-free. Statistics suggest that 70% of people who smoke report that they would like to quit. A Smoke-Free Start is a one and a half hour program designed to get participants on the path to becoming smoke-free. This program is designed for all smokers, no matter their readiness level to quit.

Course Objectives:

- Put nicotine addictions into perspective
- Know the options and resources for quitting
- Determine the readiness level to quit
- Identify their first steps on the path to being smoke-free

Assert Yourself!

SD 43

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Kathleen Gadd

Course Description:

Phrases like “speak your mind” or “confront the situation” can have an unduly negative connotation in our society. Yet if people are unwilling or unable to assert themselves, they rarely get what they want or need. This class explores the differences between assertiveness, passiveness, and aggression; and clarifies what being assertive really means. Participants take an assessment of their present level of influence on people and learn methods to appropriately assert themselves in order to ask for what they want from others or to say “No.”

Course Objectives:

- Differentiate between passive, assertive, and aggressive behaviors
- Clarify present level of assertiveness
- Apply methods of asserting oneself to personal situations

Business Writing for Professionals

SD 44

Length: 16 hours (2 days)

Instructor(s): Nichol Howell

Course Description:

Clear and informative written communication is a vital component of today’s fast-paced business environment and it is essential to career success. At the most basic level, business writing seeks to convince the reader that what is being communicated is true. More often than not, it also attempts to persuade the reader to take action or to think about something a certain way.

In order to achieve the objective of getting the message across clearly and effectively, it is imperative to know the audience, organize the content, get to the point, and state it credibly. This workshop helps participants do that by addressing basic grammar, sentence structure, word choice, and spelling. Topics also covered are choosing the appropriate medium, the five rules of letter writing, memo writing, and email etiquette. Learn to write grammatically-correct, professional documents that provide clear, accurate and thorough information.

Course Objectives:

- Use grammar correctly in all business writing
- Choose words to keep communication concise and informative
- Choose the appropriate medium
- Plan and identify content
- Write an effective letter, memo, and email

Staff Development Classes

Taking Charge of Your Career

SD 46

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Kathleen Gadd

Course Description:

Too often, people just “go with the flow” when it comes to their job, not actively planning for the future or taking steps to move ahead. This workshop starts with a basic assessment to see if the participant is in the right occupation, or if a career change is in order. Setting career goals, researching options, and putting together an action plan are all covered; and participants walk away with their own set of action items to better manage their job and career.

Course Objectives:

- Establish career goals and the action plan to reach them
- Identify the right job “fit” for them

Facilitating Effective Meetings

SD 49

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Desiree Vassios Roosa

Course Description:

Meetings can be extremely beneficial or an extreme waste of time, depending on how the chair person prepares for and conducts them. This class introduces the key elements of a successful meeting and provides participants with tools that can be used to conduct one.

Course Objectives:

- Prepare an agenda
- Effectively notify participants of meeting time, place, and expectations
- Define and maintain focus of a meeting
- Understand and utilize the various roles participants play in a meeting
- Facilitate the decision-making process in a group
- Take control of a meeting that has gotten off track

Breaking Common Ground

SD 56

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Wagner Facilitators

Course Description:

This class was developed internally by a group of employees to help others better understand the Wagner Equipment Co. philosophy of great customer service. The company’s Statement of Purpose and Core Values are reviewed as a means to develop a true understanding customer loyalty. The Key Principles, as defined by DDI (Development Dimensions International) are also evaluated for their effectiveness in maintaining high customer service levels. The history of Wagner Equipment Co. is also discussed.

Course Objectives:

- Recognize the importance of our Statement of Purpose and understand why this common focus is so vital to our success
- Discover ways to implement our Key Principles into our daily customer interactions
- Self-identify tools to enhance our personal levels of customer service
- Share a common customer service goal with all Wagner employees

Listen Up: Cultivating Your Listening Skills SD 60

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Nichol Howell

Course Description:

The average person only listens at about 25% of their potential, which means 75% of oral communication is either ignored, forgotten, distorted or misunderstood. Such lazy listening habits can be costly and are a significant problem in business today. This course is intended for anyone that desires to improve their listening skills. Each student completes a listening assessment to identify their current listening strengths and weaknesses. This information, along with a series of listening exercises, is used to help students learn how to improve their listening skills. At the end of the session, students complete an action plan so that they may apply the tips and tricks learned in class to their daily lives.

Course Objectives:

- Define and understand the importance of effective listening
- Understand barriers to effective listening
- Assess their listening skills and improve performance on the three Dimensions of Listening
- Use visible and invisible behaviors to stay focused, capture the message, and help the speaker
- Discuss the ten tips for effective listening
- Create a listening action plan

Presentation Skills SD 61

Length: 8 hours (1 day)

Prerequisite(s): None

Instructor(s): Consultant

Course Description:

Participants learn to control their fears and nerves while engaging their audience when speaking. Participants practice using indicators of power and confidence for body language in mock presentations with personalized instructor critique. Participants learn guidelines for verbal, vocal, and visual communications and map out and script presentations in minutes using a presentation planner.

Course Objectives:

- Learn the secrets of engaging an audience
- Map out a presentation using a presentation planner
- Apply verbal, vocal, and visual guidelines to all presentations
- Spot indicators of power and weakness utilizing speaker's guides for body language
- Script presentations in minutes using industry best practices
- Control fears, nerves, and audience

Surviving Workplace Change SD 66

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Kathleen Gadd

Course Description:

This class provides participants with an understanding of the dynamics of change and how people manage the transitions that come with change. Strategies to manage personal change are covered and individuals have the opportunity to develop a change action plan.

Course Objectives:

- Identify the transition phases of change
- Apply transition management strategies to real life situations
- Write a change management action plan

Staff Development Classes

One-to-One Customer Service

SD 67

Length: 8 hours (1 day)

Prerequisite(s): None

Instructor(s): Consultant

Course Description:

Great customer service sets one organization apart from another. It can be the foundation upon which an organization's success and reputation are built. In this course, participants identify the expectations of the customer, develop a proactive approach to serving others, and examine the importance of understanding attitudes toward customers.

Course Objectives:

- Define great customer service
- Identify the internal and external customer
- Evaluate individual customer service skills
- Apply the skills and attitudes that are critical to quality service
- Demonstrate professionalism even with difficult customers

Fulfilling Your Department Accounting Responsibilities

SD 73

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Matt Connell

Course Description:

This course is intended for anyone that desires to understand the meaning of debit, credit, what accounts are, and how they are used. This class lays the foundation for understanding the content of financial statements. At the end of the course, participants have a basic understanding of accounting concepts that will serve as the basis for future Accounting and Finance courses.

Course Objectives:

- Recount the history of accounting, where it came from, and why and how it developed
- Identify the meaning of double entry bookkeeping
- Perform debit, credit, and trial balance functions
- Make journal entries and postings
- Understand the difference between accrual and cash basis accounting

Right Side of the Line

SD 76

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Kathleen Gadd

Course Description:

Now more than ever, employees at all levels need to know exactly where the boundaries of acceptable and legal workplace behavior are drawn. The Right Side of the Line outlines Wagner's expectations of its employees in regard to unprofessional, prohibited, and illegal behaviors. The class addresses workplace violence, diversity, and harassment in all its forms. Employees receive the knowledge and tools to resolve situations before they escalate. This program meets federal compliance standards for harassment prevention training.

Course Objectives:

- Recognize unacceptable and illegal workplace behavior
- Identify and understand the types of harassment
- Recognize the signs and behaviors of workplace violence
- Understand the need to respect and appreciate diversity in the workplace
- Apply the tools given to resolve or report workplace situations appropriately

Telephone Skills

SD 78

Length: 2 hours (.25 day)

Prerequisite(s): None

Instructor(s): Bev Wagner, Desiree Vassios Roosa, Frank Ibarra

Course Description:

This course covers the basics of telephone etiquette such as greeting, voice tone and speed, listening, calming complaints, placing people on hold, message and time management, and common telephone courtesies. Also included is a section on the Wagner phone system and how to's regarding transferring calls, setting up conference calls, creating personal greetings, accessing voicemail, and using auto-redial.

Course Objectives:

- Properly sell Wagner's image through courteous handling of phone calls
- Use basic telephone techniques to handle calls professionally
- Listen thoughtfully and respectfully to others
- Handle complaints in a pleasant and firm manner
- Effectively handle calls/messages for others
- Manage voice mail
- Use the Wagner telephone system to its full potential

Staff Development Classes

Communication Skills

SD 84

Length: 8 hours (1 day)

Prerequisite(s): None

Instructor(s): Consultant

Course Description:

How well people communicate affects everyone with whom they interact; other employees, their boss, their customers, and their families; and binds their connections to other people. Research indicates that effective communication skills positively influence people's work and relationships. Those who effectively communicate are perceived to be more credible, better problem-solvers, and strong leaders. This is a basic communication class that will help fine-tune interpersonal skills. What makes this class unique is the connection between listening and memory and how that impacts the overall ability to communicate effectively.

Course Objectives:

- Practice core communication skills
- Learn how memory works and practice memory techniques
- Explore the five types of listening
- Practice effective listening behaviors
- Examine listening barriers and how to break them

Leadership Traits and Principles I

SD 86

Length: 8 hours (1 day)

Prerequisite(s): None

Instructor(s): Jeff Cooper

Course Description:

The success of our company hinges largely on the example set by its managers. Since managers are leaders, whatever they do and how it is done will affect every individual at Wagner, every customer relationship, and every business partnership. The primary goal of this leadership class is to develop the leadership qualities of all leaders and potential leaders and to enable them to assume progressively greater responsibilities in the company. To that end, this class is designed and provided as a fundamental leadership tool.

Course Objectives:

- Develop their leadership qualities
- Understand the impact of setting a good example through leadership
- Apply the tools given to assume greater responsibilities

Personalysis Basic Workshop SD 90

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): Cindy MacNaul, Nichol Howell

Course Description:

Personalysis is a scientific tool that provides a unique assessment of personality by providing insights into how people think, how they solve problems, how they deal with others, and how they cope under stress. The Personalysis experience begins with a simple, 15-minute online questionnaire.

This workshop introduces participants to Personalysis and teaches them to interpret the Colorgraph through the framework and language of Personalysis. The data depicted as colors, shapes, and numbers enables people to be more self-aware and use that awareness to better manage themselves and their interactions with others. Personalysis clearly defines how each individual can reach and maintain peak performance by recognizing areas of their personality on which they can capitalize and those that stymie their growth potential.

Note: The \$215/person fee for the online questionnaire is charged back to your department.

Note: Personalysis provides an online version of this workshop for an additional \$150 that students may elect to complete if they are unable to attend a session at WTI. Please contact Nichol Howell for access.

Course Objectives:

- Identify personal strengths and develop ways to maximize those strengths
- Identify limitations and develop ways to remove or deal with those limitations
- Create strategies for handling stress to prevent distress and negativity
- Recognize how personal style affects others
- Develop strategies to communicate and work effectively with people who have different styles

Teambuilding through Personalysis SD 91

Length: 4 hours (.5 day)

Prerequisite(s): SD 90, LP 23, or Online Personalysis Orientation

Instructor(s): Nichol Howell

Course Description:

Personalysis provides an objective framework to inventory the characteristics of work groups and teams. By providing a common, objective language in which to discuss differences, coworkers are better able to build and maintain productive working relationships. This session is designed to take groups to a more advanced level of understanding and use of Personalysis, and provides a forum for members of a working group to discuss their personality styles within the context of work functions.

The first part of the session is focused on the Group Dynamic Profile which identifies strengths, anticipates team blindsides, and manages individual differences of the group as a whole. The session's second area of focus is an overall style interpretation of each team member to highlight similarities, differences, and areas where people bring added value to the group.

Note: Prior to enrolling in this workshop, all participants must complete the online questionnaire and attend a Personalysis Basic Workshop either through WTI or Personalysis Online, so that they are familiar with the key concepts and Colorgraph interpretation.

Note: Because this course is for intact workgroups that work together on a day-to-day basis, it is available only by request by contacting Nichol Howell.

Course Objectives:

- Alleviate misunderstandings caused by style differences
- Recognize stress behavior and know how to respond for positive outcomes
- Anticipate the effects of group trends on decision-making
- Identify areas of vulnerability and know how to manage them proactively
- Communicate effectively with team members to enlist their natural cooperation
- Plan and function together more productively
- Visualize the effect each member has on the productivity of the group
- Comprehend group norms which affect interaction and commitments

Staff Development Classes

Business Ethics and Professionalism SD152

Length: 3 hours (.333 day)

Prerequisite(s): None

Instructor(s): Kathleen Gadd

Course Description:

In order for any business to be truly successful, it must have professional and ethical employees. This class examines what that means for Wagner employees at any level. This class defines basic professional behavior in various business situations that results in lasting positive impressions and credibility with colleagues and customers. Along with a discussion of the concept of ethics, what it means, and why it's relevant to Wagner's success; participants have the opportunity to assess their own level of ethical behavior and how they respond to ethical dilemmas and scenarios encountered regularly in the workplace.

Course Objectives:

- Explain what "professionalism" and "ethics" mean and why they are critical to Wagner's and its employees' success
- Use the tools and guidelines provided to improve one's professionalism
- Identify and manage the influences and pressures that cause people to behave unethically
- Apply a decision-making test to guide ethical decision making
- Respond more confidently and make better choices when faced with ethical dilemmas

Introduction to 6 Sigma OD 01

Length: 4 hours (.5 day)

Prerequisite(s): None

Instructor(s): 6 Sigma Blackbelts

Course Description:

This class introduces the 6 Sigma methodologies and demonstrates the effectiveness of those methodologies. Also provided is an overview of how 6 Sigma supports Wagner's strategic goals by providing information on all the current projects; including what each project's goal is and what progress is being made to achieve those goals.

Course Objectives:

- Provide a basic understanding of the term "6 Sigma"
- Encourage employees to take a proactive focus of process improvement
- Create a basis for identifying the right projects, the right people, and the right tools for improving organizational processes