

Stewardship Program

This 5 day Stewardship Program is focused on developing an understanding of the eight major roles that are essential to the effective installation and expansion of a Six Sigma initiative – Advocate, Coach, Mentor, Leader, Enabler, Facilitator, Manager, and Consultant. Through skillful delivery of the program’s experience-based content, each participant will learn the overarching nature, aims, practices, skills, tools, and tactics commonly associated with role of steward. Reinforcement of these objectives is achieved through interactive discussion of real life scenarios, exercises, and case studies, as well as role-playing. In addition, the participants will gain tremendous insights in how to assuredly and consistently leverage the power of Six Sigma through the human resource.

Six Sigma is a fact-driven system of business management that is aimed at the realization of breakthrough performance. It is organized and lead by a very special group of people – Six Sigma Champions, Master Black Belts, and Black Belts. These individuals must practice effective stewardship at all levels of a business enterprise in order to effectively guide the organization and its constituents to the many benefits of Six Sigma. So as to get the most out of people and teams, these individuals must be flexible and adaptive to ever-changing circumstances, especially when it comes to their style of leadership. Almost without saying, the most appropriate style of leadership is highly dependent upon such things as, cultural diversity, prevailing competencies, resource constraints, and the goals to be achieved, just to mention a few of the many considerations.

To illustrate the driving need for such a high level of adaptability in leadership style, consider the course of a Six Sigma deployment. At the onset, the stewards must serve as advocates to keep the idea alive. Following this, they may find themselves in a coaching role, involved in the transfer of critical knowledge followed by the mentoring of high-potential players. After this, it is likely the stewards will be called upon to lead the charge, personally demonstrating many of the principles and practices associated with the Six Sigma body of knowledge. To this end, they must frequently enable and exploit opportunities, therein driving meaningful and productive applications of Six Sigma. Along these lines, the stewards are often expected to facilitate and manage the activities of various Six Sigma teams. They will often directly or indirectly provide consulting along the way. Thus, it is easy to understand why it is so essential that the stewards of Six Sigma be able to quickly shift their style of leadership.

The training program provides key leaders and executives with the necessary stewardship skills to drive the successful installation and maintenance of Six Sigma within their respective regions of responsibility. As heralded by many great captains of industry, the Six Sigma strategy has proven itself as a viable market-driven methodology that can rapidly produce incredible breakthrough success stories time after time. Virtually any type of business process can be dramatically improved through the application of Six Sigma when properly planned and guided by knowledgeable leaders – regardless of the organization’s type or size.

Program Outline & Objectives

Advocating Six Sigma

- What is the operational definition of a Six Sigma Advocate and why are they needed?
- What is the basic nature of a Six Sigma Advocate and what role do they play?
- What is the mission and responsibilities of a Six Sigma Advocate?
- What are the top five qualities or traits of a Six Sigma Advocate?
- What are the key operational limitations of a Six Sigma Advocate?
- What is the process for accomplishing the mission of a Six Sigma Advocate?
- What are the top ten skills of a highly effective Six Sigma Advocate?
- When should the skills of a Six Sigma Advocate be brought into play?
- What tools and tactics are commonly used by a Six Sigma Advocate?
- How does a Six Sigma Advocate know when the mission has been realized?

Coaching Practitioners

- What is the operational definition of a Six Sigma Coach and why are they needed?

What is the basic nature of a Six Sigma Coach and what role do they play?
What is the mission and responsibilities of a Six Sigma Coach?
What are the top five qualities or traits of a Six Sigma Coach?
What are the key operational limitations of a Six Sigma Coach?
What is the process for accomplishing the mission of a Six Sigma Coach?
What are the top ten skills of a highly effective Six Sigma Coach?
When should the skills of a Six Sigma Coach be brought into play?
What tools and tactics are commonly used by a Six Sigma Coach?
How does a Six Sigma Coach know when the mission has been realized?

Mentoring X-Belts

What is the operational definition of a Six Sigma Mentor and why are they needed?
What is the basic nature of a Six Sigma Mentor and what role do they play?
What is the mission and responsibilities of a Six Sigma Mentor?
What are the top five qualities or traits of a Six Sigma Mentor?
What are the key operational limitations of a Six Sigma Mentor?
What is the process for accomplishing the mission of a Six Sigma Mentor?
What are the top ten skills of a highly effective Six Sigma Mentor?
When should the skills of a Six Sigma Mentor be brought into play?
What tools and tactics are commonly used by a Six Sigma Mentor?
How does a Six Sigma Mentor know when the mission has been realized?

Leading Teams

What is the operational definition of a Six Sigma Leader and why are they needed?
What is the basic nature of a Six Sigma Leader and what role do they play?
What is the mission and responsibilities of a Six Sigma Leader?
What are the top five qualities or traits of a Six Sigma Leader?
What are the key operational limitations of a Six Sigma Leader?
What is the process for accomplishing the mission of a Six Sigma Leader?
What are the top ten skills of a highly effective Six Sigma Leader?
When should the skills of a Six Sigma Leader be brought into play?
What tools and tactics are commonly used by a Six Sigma Leader?
How does a Six Sigma Leader know when the mission has been realized?

Enabling Opportunity

What is the operational definition of a Six Sigma Enabler and why are they needed?
What is the basic nature of a Six Sigma Enabler and what role do they play?
What is the mission and responsibilities of a Six Sigma Enabler?
What are the top five qualities or traits of a Six Sigma Enabler?
What are the key operational limitations of a Six Sigma Enabler?
What is the process for accomplishing the mission of a Six Sigma Enabler?
What are the top ten skills of a highly effective Six Sigma Enabler?
When should the skills of a Six Sigma Enabler be brought into play?
What tools and tactics are commonly used by a Six Sigma Enabler?
How does a Six Sigma Enabler know when the mission has been realized?

Facilitating Activities

What is the operational definition of a Six Sigma Facilitator and why are they needed?
What is the basic nature of a Six Sigma Facilitator and what role do they play?
What is the mission and responsibilities of a Six Sigma Facilitator?
What are the top five qualities or traits of a Six Sigma Facilitator?
What are the key operational limitations of a Six Sigma Facilitator?
What is the process for accomplishing the mission of a Six Sigma Facilitator?
What are the top ten skills of a highly effective Six Sigma Facilitator?
When should the skills of a Six Sigma Facilitator be brought into play?
What tools and tactics are commonly used by a Six Sigma Facilitator?
How does a Six Sigma Facilitator know when the mission has been realized?

Managing Resources

- What is the operational definition of a Six Sigma Manager and why are they needed?
- What is the basic nature of a Six Sigma Manager and what role do they play?
- What is the mission and responsibilities of a Six Sigma Manager?
- What are the top five qualities or traits of a Six Sigma Manager?
- What are the key operational limitations of a Six Sigma Manager?
- What is the process for accomplishing the mission of a Six Sigma Manager?
- What are the top ten skills of a highly effective Six Sigma Manager?
- When should the skills of a Six Sigma Manager be brought into play?
- What tools and tactics are commonly used by a Six Sigma Manager?
- How does a Six Sigma Manager know when the mission has been realized?

Consulting Practices

- What is the operational definition of a Six Sigma Consultant and why are they needed?
- What is the basic nature of a Six Sigma Consultant and what role do they play?
- What is the mission and responsibilities of a Six Sigma Consultant?
- What are the top five qualities or traits of a Six Sigma Consultant?
- What are the key operational limitations of a Six Sigma Consultant?
- What is the process for accomplishing the mission of a Six Sigma Consultant?
- What are the top ten skills of a highly effective Six Sigma Consultant?
- When should the skills of a Six Sigma Consultant be brought into play?
- What tools and tactics are commonly used by a Six Sigma Consultant?
- How does a Six Sigma Consultant know when the mission has been realized?

Program Agenda

Duration: 5 days of classroom training (approximately 40 hours).

Week 1

Day 1	AM1	Stewardship Program Overview
	AM2	Stewardship Competency Assessment
	PM1	Advocating Six Sigma Values
	PM2	Advocacy Skills Workshop
Day 2	AM1	Coaching X-Belt Practitioners
	AM2	Coaching Skills Workshop
	PM1	Mentoring High Performers
	PM2	Mentoring Skills Workshop
Day 3	AM1	Leading Project Teams
	AM2	Leadership Skills Workshop
	PM1	Enabling Improvement Opportunities
	PM2	Enabling Skills Workshop
Day 4	AM1	Facilitating Application Activities
	AM2	Facilitation Skills Workshop
	PM1	Managing Critical Resources
	PM2	Management Skills Workshop
Day 5	AM1	Consulting Support Practices
	AM2	Consulting Skills Workshop