

Welcome!

Sound Check – Casual Chat

We will start at 1 pm ET

Please select the speaker you would like to use for today's webinar.

- Select a Speaker
 - Same as System
 - ✓ MacBook Pro Speakers (MacBook Pro Speakers)
- Test Speaker & Microphone...
- Leave Computer Audio
- Audio Settings...

Listen with Computer Audio (VOIP)

Listen by telephone options available in the confirmation email

Note: Your microphone and camera are not needed and will remain disabled.

Audio Settings



6 Key Steps to Create a Culture of Improvement



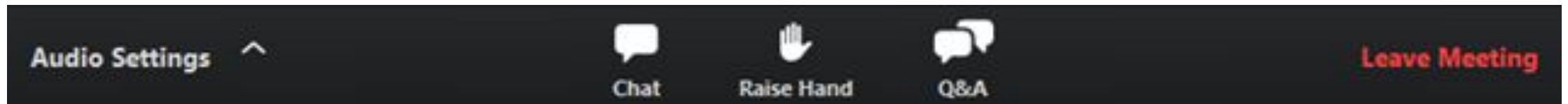
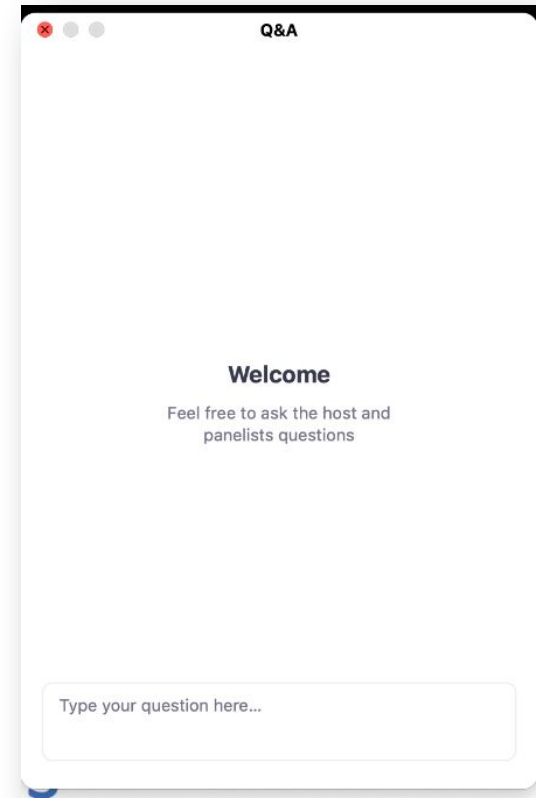
Presenter: Scott Burgmeyer
Executive Director, IQC
sburgmeyer@iowaqc.org



Host: Mark Graban
Senior Advisor, KaiNexus
Mark@KaiNexus.com

Webinar Logistics

- Presentation (40 minutes)
- Q&A (15 minutes)
 - Use the Zoom Webinar meeting panel to submit a question at any time



- Recording link & slides will be sent via email

CULTURE OF IMPROVEMENT

IQC Webinar Series
10.06.202



Who is IQC?

Catalyst to transform individuals and organizations from good to great to excellent.



Training



Consulting (iSource)



Baldrige



#JourneyTogether

Who am I?



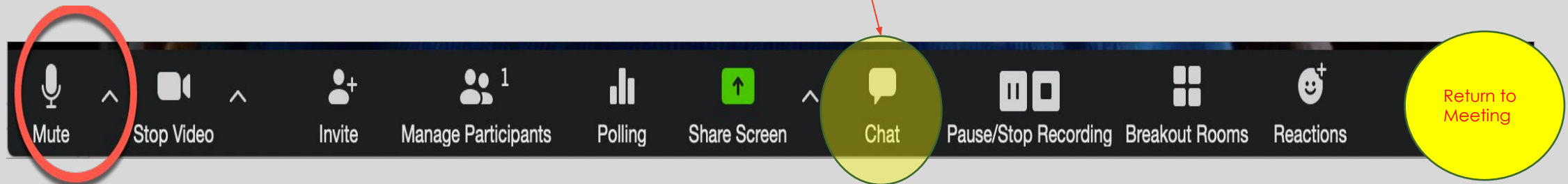
Scott is the Executive Director of IQC. He has spent the last 30 years working and consulting in multiple industries including manufacturing, technology, education, and health care.

Scott has been in various roles including QA Manager, CI Manager, SVP Quality and Improvement, and Chief Improvement Officer.

Zoom Controls

Stay on mute to prevent background noise

Use the chat function to interact...



If there is an opportunity to talk, be sure to unmute yourself

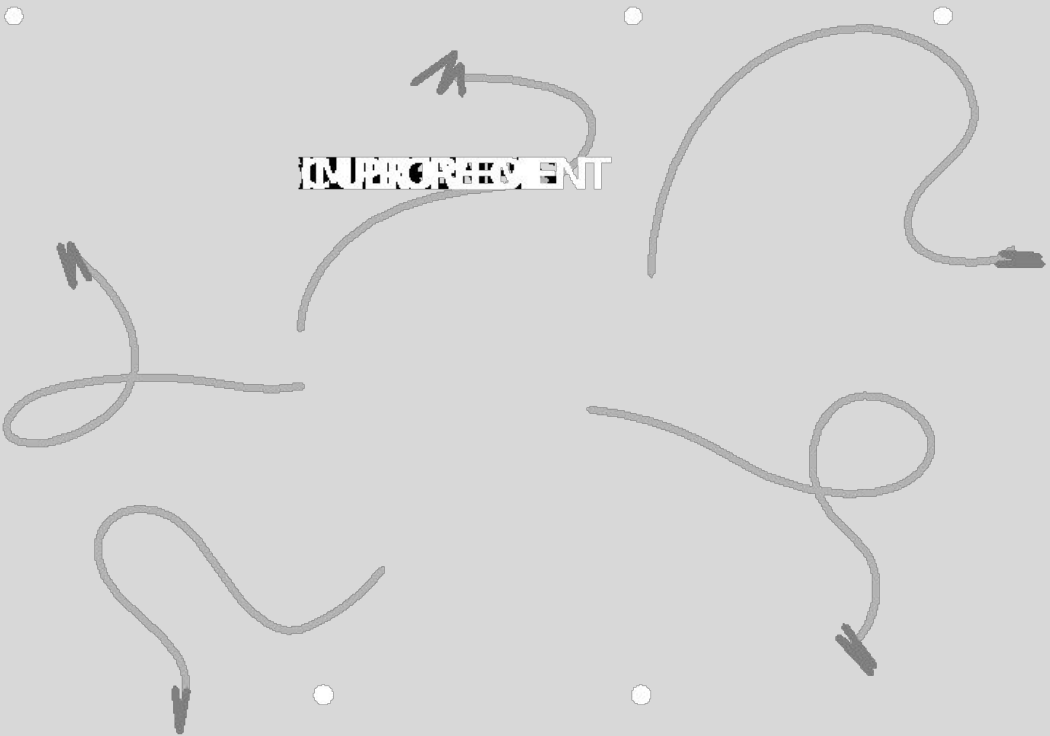
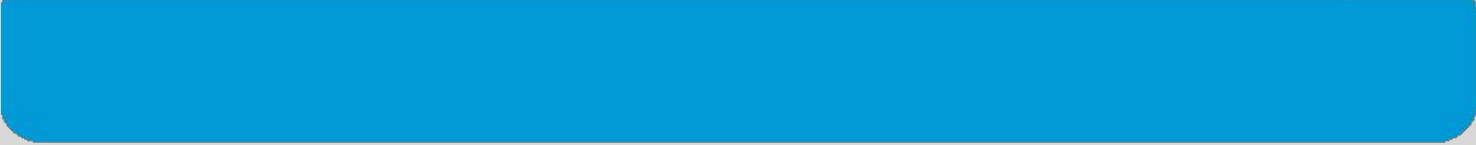
Return to meeting after a breakout

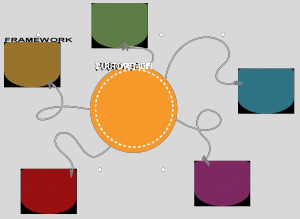


WHAT IS CULTURE?



WHY BUILD A CULTURE?





Build the Vision



Identify a Framework

- Visual
- Easy
- Cycle or Steps



Self-Aware

- Know yourself
- Reflect
- Rinse and Repeat

List One

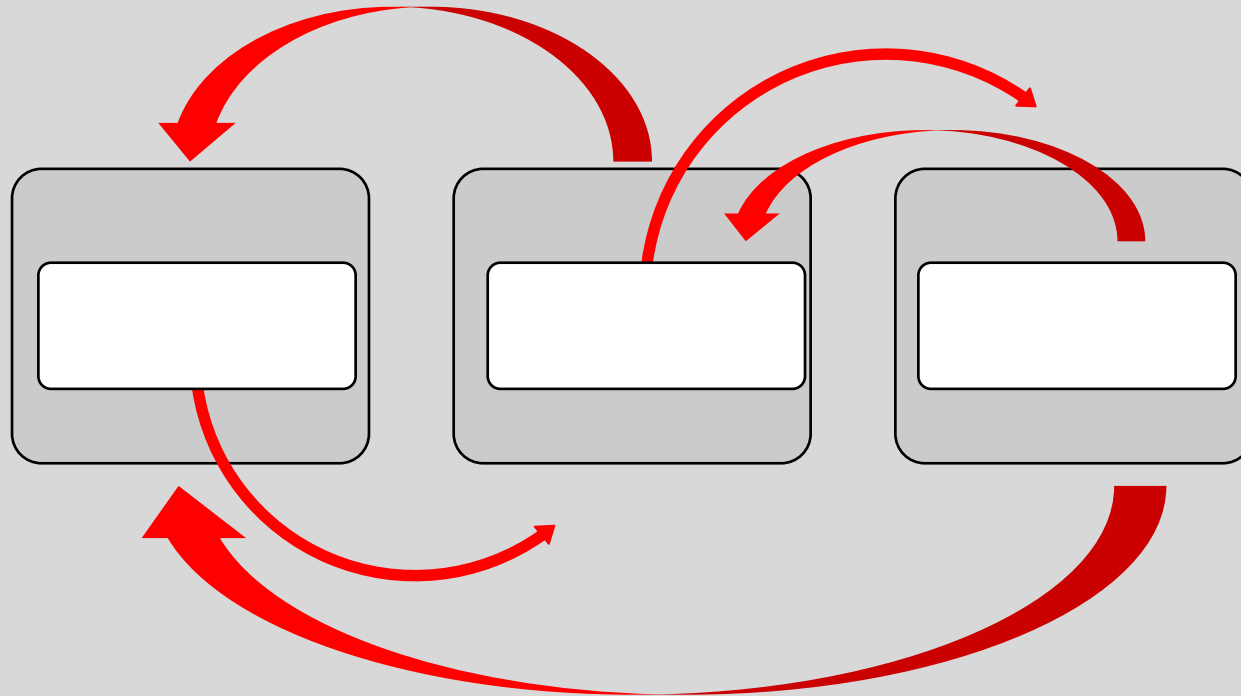
1. Efficient	2. Respectful	3. Orderly	4. Independent	5. Persuasive
6. Gregarious	7. Determined	8. Decisive	9. Critical	10. Vigilant
11. Serious	12. Supportive	13. Persistent	14. Industrious	15. Stimulating
16. Intuitive	17. Enthusiastic			

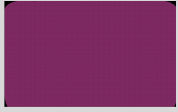
List Two

1. Harsh	2. Dependent	3. Exacting	4. Uncooperative	5. Manipulating
6. Glad Hander	7. Pig Headed	8. Dictatorial	9. Picky	10. Nosy
11. Severe	12. Ingratiating	13. Stubborn	14. Workaholic	15. Undisciplined
16. Dreamer	17. Excitable			

How vs What

- Not a thing
- Not a thing





Marketing

- Positioning
- Strategic
- Branding
- Personas

Selling

- Tactical
- Execution
- Customers
- Get more Customers

How do you market vs sell?

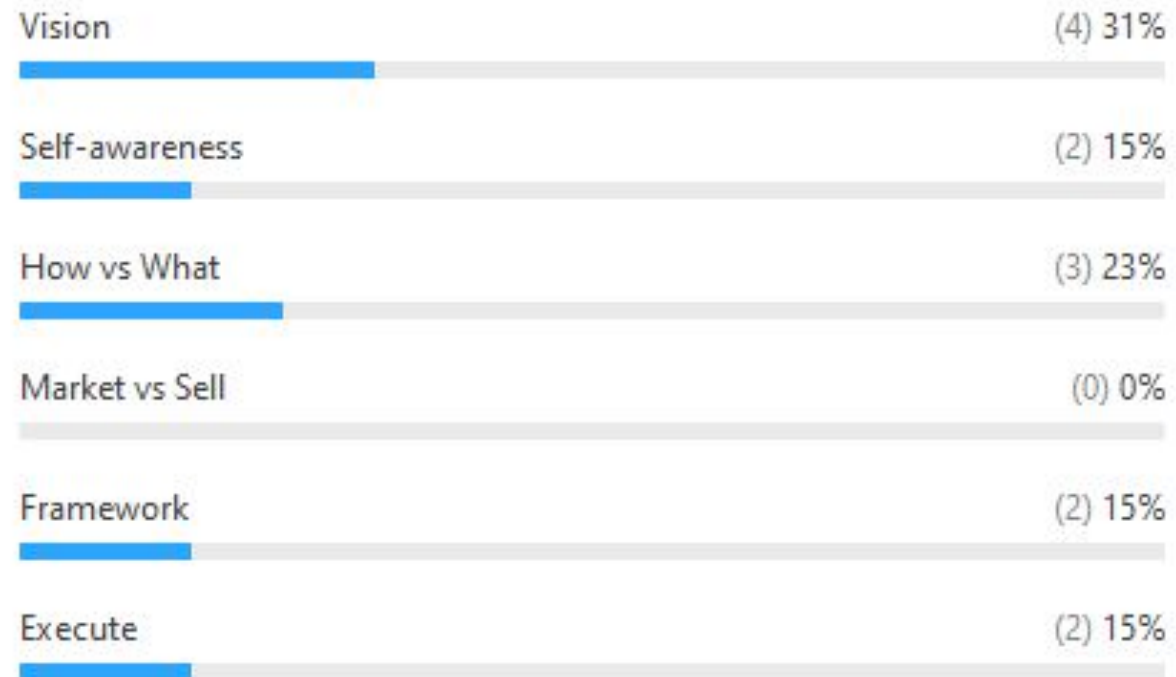
Execute



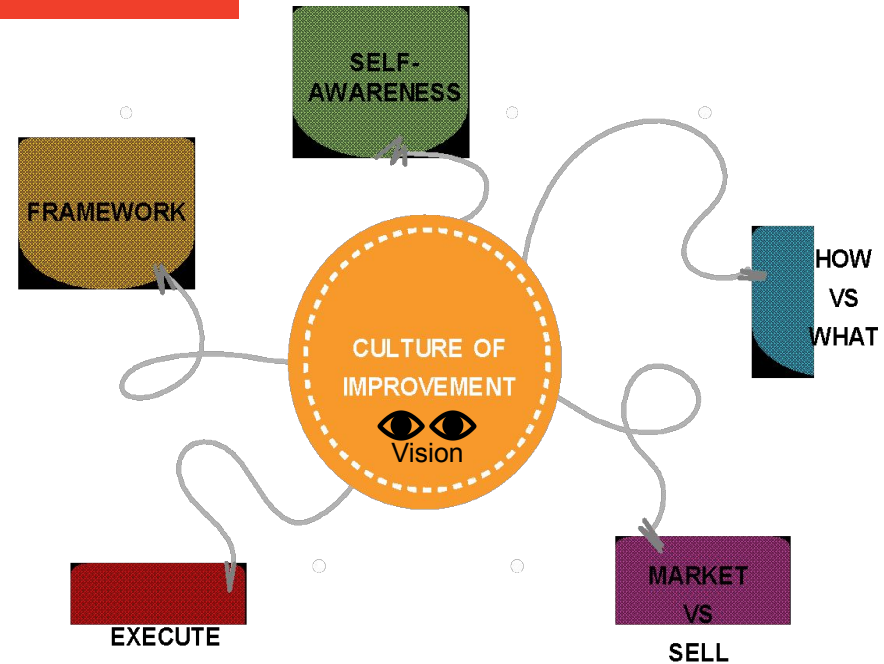
Progress > Perfection, then reflect

Poll Results

1. Where do you see the biggest opportunity



Based on what you heard today, where will you start?





**“If we are to
preserve culture,
we must continue
to create it.”**

Johan Huizinga



Scott Burgmeyer
sburgmeyer@iowaqc.org



Announcements

(Then Q&A)

KaiNexus Webinars

Register: www.KaiNexus.com/webinars

- Training Team Office Hours

- October 14, 1 pm ET
- *KaiNexus customers only*



- Simon Title TBD

- Recorded Webinar available October 7
- Q&A on October 15, 1 pm ET
- Simon Murray

Other Resources

The screenshot shows the KaiNexus website with a dark header. The navigation menu includes 'Why KaiNexus', 'Solutions', 'How', 'Features', 'Learn', 'About', and a blue 'Contact' button. The main heading reads 'Continuous Improvement Webinars on Demand'. Below this, a featured video player is titled 'How to Lead an Improvement Culture' with a 'WATCH NOW' button. A grid of four smaller video thumbnails is visible below, with titles such as 'Strength in Numbers: Bottom-Up Improvement', 'How Leading Companies Are Improving Visual Management', 'Personal Leadership at the Nexus of Lean & Zen', and 'How to Coach for Creativity and Service Excellence'.

The screenshot shows the KaiNexus Blog page. The header is dark with the KaiNexus logo and navigation links: 'Why KaiNexus', 'Solutions', 'How', 'Features', 'Learn', and 'About'. A blue 'Get Started' button is prominent. The main heading is 'KaiNexus Blog' with the tagline 'Everything Continuous Improvement'. A yellow 'SUBSCRIBE' button is located below the heading. A dark banner with a lightbulb image contains the categories 'IMPROVEMENT' and 'CUSTOMER'. The featured article is titled '9 Reasons to Consider a Digital Kanban Management Tool', posted by Ryan Rippey on Jan 9, 2019 at 8:01:00 AM. Social sharing buttons for Twitter, LinkedIn, Facebook (3 likes), and Google+ are provided at the bottom.

www.KaiNexus.com

Podcasts

KaiNexus
Continuous Improvement Podcast

Webinar Preview - Motivational Interv...
0:00:00 / 0:07:40

STITCHER

RECENT EPISODES

Webinar Preview - Motivational Interviewing and Leadership	07:40	▶	+
Ask Us Anything! Episode 24	35:52	▶	+
Jeff Rousel: Why Did You Join KaiNexus?	09:55	▶	+
Clint Corley - Why Did You Join KaiNexus?	09:01	▶	+

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Q&A

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