

The Northeast Community College Center for Enterprise (CFE) is a division of Northeast Community College dedicated to providing education and training solutions to Northeast's 20-county service area and beyond. We provide on-site, customized training tailored to fit your organization's needs.



FEATURED ARTICLES

Measurable Management
Gap Tuition Assistance
The Lean Mindset
DISC Assessments

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Measurable Management

As another year has passed, now is an ideal time to review processes and determine if changes should be made in order to be more effective and efficient in operations.

The Measurable Management Program is built on three primary platforms:

1. Leadership and Team Building. It equips leaders and supervisors with the tools they need to effectively facilitate change.
2. Process Improvement. This portion of the Program provides your leaders with the knowledge they need to implement change.



Tracy Melcher

Six blind men and the elephant....

No, it's not a joke, but rather a parable that teaches the importance of enabling and encouraging all team members to "see" the entire process.

The parable begins: six blind men surrounded an elephant. When asked what an elephant is like

3. Implementing Improvement. Participants will actively implement ideas that are directly related to the organization's key objectives.

This program is developed for team leaders, supervisors and front-line managers. [Contact us](#) today to learn how Measurable Management fits in your organization.

Measurable Management was a great learning opportunity for leaders in our organization. The program focused on developing skills to plan and communicate more clearly. I would highly recommend this program.

*Ann Hoyer
Oahe, Inc.*

Gap Tuition Assistance Program Offers Financial Aid for Courses in High-Need Fields

Senator Kate Bolz of Lincoln championed legislation that created the Community College Gap Assistance Program (Gap) during the 2015 Nebraska Legislative session. Gap aims to offer financial aid to community college students taking non-credit courses that could lead to jobs in high-need fields.

Eligible students must:

- have a family income at or below 250 percent of federal poverty guidelines;
- be a resident of Nebraska; and
- be a citizen of the United States or a qualified alien under the Federal Immigration and Nationality Act.

Funding can be used for tuition, direct training costs, required books and equipment, and fees, including those for industry testing services and background check services.

To learn more about this funding opportunity, [Click Here](#).

The Lean Mindset - It's Not Just for Manufacturing

What do you think of when you hear the word "Lean"? If you're an engineer or work in the world of manufacturing, you recognize Lean as a methodology used to improve processes through the elimination of waste. You know that it has long been recognized as a way to make significant improvements in manufacturing, and that many American companies and manufacturing sectors worldwide view Lean as a vital component to staying competitive and cost-effective in today's markets. However, Lean is just not an application for manufacturing and related industries. The methodologies and mindsets emphasized can be realized in any organization or business whose focus is to deliver value to their customers.

There are multiple core principles that provide the foundation to the Lean mindset. Many are adaptable to different business settings and organizational environments:

they responded quite differently. "The elephant is a pillar," said the first man who touched his leg. "Oh, no! it is like a rope," said the second man who touched the tail. "No! it is like a thick branch of a tree," said the third man who touched the trunk of the elephant. "It is like a big fan" said the fourth man who touched the ear of the elephant. "It is like a huge wall," said the fifth man who touched the belly of the elephant. "You are all wrong, it is like a solid pipe," said the sixth man who touched the tusk of the elephant. They began to argue about the elephant and each of them insisted that he was right. A wise man was passing by and he saw this. "All of you are right. The reason every one of you is telling it differently because each one of you touched the different part of the elephant. So, actually the elephant has all those features."

Often employees are aware of only *their part* of a process and are blind to its other pieces. Their interpretation of the "whole picture" may be different than other departments. Companies who have successfully implemented and sustained a process improvement methodology understand that instilling a customer focused culture and enabling employees to learn the entire process is imperative to its success. The Center for Enterprise has several programs to help companies implement change and break down silos that impede process improvement. [Contact us](#) today to learn more.



Jim McCarville

Over the last several years, there has been a significant buzz around "process improvement." Most of us have heard and know something about the tools and methodologies taught in Lean Manufacturing and

- Practice “respect for people” in a meaningful way
- Continually look for ways to improve and get better; engage all employees in the process
- Take on a long-term business perspective
- Have a strong focus on customer value and satisfaction
- Break down silos; take on a broader view of systems and processes
- Build quality into your products and services by creating systems and processes that are “error-proofed”
- Work smarter and not faster by improving process/paperwork flows
- Incorporate ways to build employee trust and participation
- Encourage experimental problem solving

Simply stated, Lean aims to optimize costs, quality and customer service constantly. It does so by engaging and enabling employees to focus on creating and delivering value to their customers, and eliminating whatever does not contribute to that goal.

Many organizations, outside of the manufacturing industry, have undergone some form of Lean transformation in recent years, and many have seen noteworthy results. A telecommunications company struggling with lengthy repair times and faulty telephone lines used Lean principles to realign its organization and invested in the development of their people. They, in turn, saw a 40% increase in productivity and a reduction of failures by 50% in just the first few months. Likewise, a bank used Lean techniques to reduce the processing time for mortgage applications from 35 days to 5 days and saw revenues increase by 5% and processing costs decreased by 35%.

In the public sector, where customer service concerns weigh heavy on the minds of government leaders, Lean techniques were applied to the processing of standard documents in a government office and managers watched productivity and processing times rise by double digits. Lead times were reduced and backlogs began to diminish. Important to note, increasing operational effectiveness can free employees to deliver new and better service in other areas of the organization while staying within budget guidelines.

As you can see, organizations around the world can apply Lean principles in almost any environment where processes can be defined at the operational level. Lean will most likely uncover organizational problems and inefficiencies as the application of Lean techniques and principles begins. However, the benefits will outweigh the problems - guaranteed. The challenge to do more with less is not going away anytime soon, and those challenges impact all types of organizations. That being said, the Lean approach, with its emphasis on lower costs and still providing high quality and customer service, is definitely worth a closer look.

[Contact the Center for Enterprise](#) today to discuss how Lean can be implemented in your organization.

Six Sigma which focus on continuous process improvement. While these are great programs, one of the complaints we have heard is that they are difficult to sustain. The Center for Enterprise can help with this piece of the puzzle.

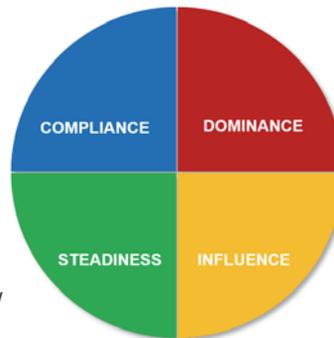
Even the best process improvement plans can be met with skepticism and often end up as costly, neglected tools. Why? Participants in these initiatives only take in what they can easily understand. The resistance begins when there is a failure to understand human behavior and the need to skillfully manage and motivate others through change. Consequently, organizations are left with the inability to implement even the simplest and most basic changes and this is when the initiative fails.

Measurable Management is a program that is geared towards team leaders, supervisors and front-line managers. By developing a leadership style focused on listening and involvement (Pull Style), participants become skilled in helping others take ownership of the solution to the problem. Therefore, when those who need to implement change have ownership in the solution, they become engaged and do not resist implementation.

The objective of the Measurable Management program is to develop a customer-focused culture that will translate strategy into measurable outcomes. By engaging the people that are actually involved in the process on a day-to-day basis, we have found that implementation of change goes much smoother and is free of the negativity that holds back

How Can a DISC Assessment Increase Productivity in My Organization?

Ever gone into a meeting excited to share ideas, pool resources and save time but instead come away frustrated by internal conflict and annoying behaviors? You leave thinking, "That was a colossal waste of time." Imagine a meeting where everyone knows your behavioral strengths and weaknesses — and you know theirs. They appreciate your perspective and you see where they are coming from. Much better chances you'd walk away thinking, "That was productive" or "Go us!" Decoding behavioral styles gives your organization an edge in efficiency, innovation and positivity, all essential for growth — and better meeting, too.



DISC is the most widely used behavioral assessment tool, adopted by organizations around the world to improve teamwork and understand different communication styles. Backed by 30 years of research, we use DISC to help reveal hidden talents and skills that create high-performing teams.

[Contact Us](#) to learn more about DISC.

progress and prevents organizations from thriving. With less resistance to change and better communication, continuous improvement becomes part of the culture of the organization.

This culture shift ensures that your leaders listen to others and involve them in developing solutions. This program does not displace existing initiatives. It actually enhances them and ensures that other programs maximize their potential for success.

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