How to Flip the Conventional Lean Six Sigma Classroom Approach and Get Better Results

Presented by Tracy O’Rourke & Elisabeth Swan
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About Our Presenters

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Our Mission and Core Values

**Mission:** Revolutionize the way people learn process improvement - making it easy for everyone everywhere to build their problem-solving muscles

**Cultivating Community**
We create an inclusive and positive space where people around the world connect with each other to learn and grow.

**Servant’s Heart**
At our core we are here to be of service to others as guides and teachers to encourage people’s success.

**Trailblazing Spirit**
We have the courage to challenge and inspire each other to create a constant state of awesomeness.
Today’s Agenda

- The traditional classroom approach
- The "Flipped Classroom" approach
- Why it works and why it's better
- Flipped classroom options and agendas
Learning Objectives

By the end of this session you’ll be able to:

• Describe the Flipped Classroom approach
• Identify options to apply the approach
• List activities that will deliver better results
• Know a bit about your nearest chair-mates!
Traditional Classroom

Classroom Lecture

Homework Activities
What Is a Flipped Classroom?

- Online Modules
- Practice Activities
Question for You!

What challenges do you see with classroom training?
Where Learners Struggle – What We See

Making the jump from concept to application

How does this apply to my work?
What Do You See as Flipped Classroom: Learner Benefits?

• Customized: Learner’s complete online modules at their own pace

• Accessible: Material is available beyond the classroom, anytime or anywhere

• Supported: Instructor assistance is available to help apply concepts

• Interactive: Less lecture and more interaction with student peers

• Productive: Project work completed in class
Here are some Flipped Classroom: Instructor Benefits

• **Accessible**: Content is always available

• **Supported**: Increased time available to support application

• **Engaged**: More learner involvement

• **Practical**: Better project application

• **Results Oriented**: Better project outcomes
What We See in Organizations

How does this work??

Classroom Resources

Application Suffers

Scalability
Flipped Agenda Options

- Online Modules, Videos, Blogs
- In-Class Application and Discussion
- Instructor Lead Group Coaching
- Project Based Application
- Site Visits or Tours
Design Flipped Classroom Options

Onsite:
Two 4-hour sessions
or
Online:
Three 1.5-hour sessions
4-6 weeks

Onsite:
Five 3-hour sessions
or
Online:
Five 1.5-hour sessions
8-12 weeks

Onsite:
Five 3-hour sessions
or
Online:
Four 1.5-hour sessions
10-12 weeks

Onsite:
Three 3-hour sessions
or
Online:
Four 1.5-hour sessions
6-8 weeks
Example: Flipped Classroom Agenda

**Pre-Work Agenda**
- Define Phase
- Complete online material
- Watch assigned videos
- Read blogs
- Assignment for in-class discussion and review

**In-Class Agenda**
- **Discussion topic:** On videos and/or blog assignments
- **Activity:** Problem and Goal Statements
- **Activity:** Write problem and goal statements for your Green Belt project
Define Phase Self-Directed Assignments

Modules to Complete:
- Introduction and Define Phase Modules (7 hours)

Videos to View:
- Meals Per Hour (6.5 minutes)
- Process Walks – Bid Solicitation Process (15 min)
- Pre-approval for Travel Process

Assignment Due Before the Define Phase Group Session:
- Project Selection Tool

Submit this assignment to your instructor via e-mail on the due date
Opening Exercise Example

Discussion Topic: Voice of Customer

- Pair up and share a **bad customer experience** you've personally encountered.
Activity Example

Voice of the Customer Translation Matrix

Customer Comment
What are they saying?

"Your website is a pain to use!"

Identifying the Issue
What's the priority?

Ease of use

Customer Requirement
What's the measurable target?

6 clicks max to reach any page
Project Based Activity

- Build a VOC Translation Matrix for your project
- Be ready to discuss and share with the group
Activities To Drive Results

Define:
- Problem and Goal Statements
- Building a SIPOC

Measure:
- Data Collection Plan
- Pareto Charts and Histograms

Analyze:
- Affinitize Root Causes
- Fishbone Diagram

Improve:
- Building a Visual Board
- Design a Work Cell

Control:
- Monitoring and Response Plans
Check out more success stories from Go-Getters just like you at GoLeanSixSigma.com/Success
Examples of Results: UC San Diego

- Online Lean Six Sigma Green Belt
- Online training modules, discussion boards, assignments, videos, blogs, and webinars
- 12 weeks duration
What's Next After Completing Training?

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WEBINAR

goLEANsixSIGMA.com
More Resources Leads to...

- Work with more teams to get results
- Develop internal coaches & leaders
- Get more project results
- Celebrate more success!
Call to Action

• Think about opportunities to free up resources
• Watch free webinars for ideas
• Check out sample Flipped Classroom agendas
• Start flipping!
Today We Covered

• The traditional classroom approach
• The "Flipped Classroom" approach
• Why it works and why it's better
• Flipped classroom options and agendas
Just-In-Time Café Podcast

Tune in at GoLeanSixSigma.com/cafe for the latest Lean Six Sigma news, easy ways to apply Lean Six Sigma and interviews with process improvement leaders like you!
The Problem-Solver’s Toolkit

- Kindle and print versions available on Amazon
- The Problem-Solver’s Toolkit
Questions?
Thank You for Joining Us!

More questions? Ask us at contact@goleansixsigma.com

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