The New Reality™ Solving and Effective Meetings Workshop

At Karl Schoemer, we believe organizational culture is all about behaviors — the behaviors that are expected, allowed, and rewarded. We also believe each employee at every level is paid to be a problem solver for the customer. In most organizations, behaviors and problem solving intersect in meetings.

On average, 17 million meetings occur in the United States every day. There is wide agreement that up to 50% of those meetings are unproductive, ineffective, often dysfunctional, and usually boring. This is where our workshop can help.

Workshop Outline

- The business case for associate-led problem solving
- Meeting mechanics
- The 6-step problem-solving process
- Application discussion
- Practice and fluency building
- Coaching and debrief
- Personal action plan

OBJECTIVES
Participants will learn:

- Democratize problem solving and decision making

- Use the 6-step problem-solving process

- Develop and protect the best ideas in the room

- Focus every meeting on customer-centered solutions

- Create a compass that helps each meeting participant understand where we are and where we are going

- Ground every meeting in The New Reality of change

- Increase customer-focused behaviors

- Improve peer-to-peer accountability

- Overcome dominant personalities

- Move people out of the traditional advocate role for their group, team, or department and into their real role as an advocate for the customer.

Delivery Format

GENERALLY 3 HOURS BUT CAN ALSO BE:

customized for any event, meeting, agenda, or set of objectives.

MOTTO: We Meet. We Decide. We Act!