



ASQ Emerging Quality Leaders On-site Sessions Abstract Examples

Onsite Session 1: Leadership in the 21st Century

Date: May, 5, 2014 (Class Induction)

Location: ASQ World Conference on Quality Improvement, Dallas, Texas

“All great leaders have a healthy disregard for the impossible ... and they lead with integrity.”

While the author of this quote is unknown, it is very appropriate given the complex and rapidly changing world we live in today. How and what do we need to lead today, and what does this look like in the future?

According to the ASQ 2011 Future of Quality Study, “Emergence,” once the role of the quality leader was to be effective in detecting defects and preventing defects from getting to the customer, the traits of success were being hard-nosed and inflexible. Today the successful quality leader must have outstanding leadership skills and help drive business value to the enterprise. To do this, we must begin by introspectively understanding who we are and why we are, answering questions on how we lead, why we lead a certain way, what can we do differently to improve our ability to lead, etc. Leadership can be lonely, painful, and exhausting; but it can also be incredibly rewarding, satisfying, and transformational. It is critical that we (as leaders) have this foundation, so we can challenge and inspire our organizations and colleagues to do great things, but also know when to step back and follow. As Abraham Lincoln once said, “The best way to predict your future is to create it.”

Through leadership assessments, executive speakers, roundtable discussions, and business cases, we will explore topics such as our personal leadership styles, leading with influence, leading with integrity; and we will introduce how leadership supports creativity and innovation, culture transformation, strategy, and more.

Onsite Session 2: Transforming Unknowns to Knowns: The Power of Critical Thinking

Date: August 2014

Location: Alcoa, New York

“There are known knowns ... things we know that we know. There are known unknowns ... things that we know we don't know. But there are also unknown unknowns ... things we don't know we don't know.”

When Donald Rumsfeld said these words, he identified one of the most difficult challenges an executive struggles with—predicting and preparing for the unknown. The increased speed of business combined with the complex flow of information makes today's rapidly changing

workplace a cluster of problems, options, and decisions. Quality leaders are moving into roles inside organizations with limited direction and hands-on experience. It is critical to know how to identify “blind spots,” problem solve, rapidly access relevant information, ask the right questions and use effective decision making in leading your organization. Critical thinking—perhaps one the hardest skills to acquire and develop—can provide organizations with a significant and measureable competitive advantage in the global marketplace. Through executive speakers, roundtable discussions, and business cases, this on-site session will increase your awareness and understanding of critical thinking, how it complements systems thinking and enterprise risk management, and how to apply it to transform the unknown unknowns potentially affecting your business strategy into known knowns.

Onsite Session 3: Innovation: The Future of Disruption

Date: November 2014

Location: GE Healthcare, Milwaukee, WI

Investing in innovation is the most difficult decision a CEO has to make because it can create an internal disruption. On the other hand, not taking the leap can impact the company’s relevancy. This is particularly true in today’s “big data” world, where almost everyone is technologically connected. Consumers, clients, and competitors have access to huge amounts of real-time information about products, services, events, and everything else that is happening. Companies must have the skill sets, systems, training, and resources to respond correctly and rapidly to new expectations or risk being left behind. With today’s accelerating pace of change, no organization can assume its future without the ability to bring innovation to customers. A disruptive innovation is used in business and technology literature to describe innovations that improve a product or service in ways that the market does not expect, typically first by designing for a different set of consumers in a new market and later by lowering prices in the existing market. This on-site session will focus on the characteristics of creativity, ideation, risk taking, and disruptive innovation, how a Fortune 500 company is responding, and how you as a quality leader can take practical examples back to your workplace for application.

Onsite Session 4: Developing Talent: Enabling Others through Mentoring

Date: March 2015 (Graduation)

Location: Gallup, Washington, DC

According to ManpowerGroup, the world has entered the Human Age, a volatile and fast-changing new era marked by the rise of talentism—the new capitalism that puts unprecedented value on talent as the driver of business success. For numerous reasons, the battle for the best and brightest will become even fiercer over the next decade. With the additional complexity of rapid technological change on our culture and a diverse multigenerational workforce, each with unique needs, expectations, communication styles, learning styles, and attributes, organizations and individuals who master mentoring will be better positioned to attract, develop, and retain talent.

Plutarch, a famous Greek philosopher once said, “The mind is not a vessel to be filled, but a fire to be kindled.” Many of us, when asked for advice, have a natural inclination to share our experiences, opinions, and ideas. But mentoring is about “kindling the fire,” and requires a

natural passion for driving improvement and expert skills in active listening, timely challenging and guiding questions, constructive candid feedback, and much more.

Through executive speakers, roundtable discussions, role playing, and business cases, we will explore the mentee/mentor relationship, the challenges and best practices of mentoring, and the future of mentoring.