



KUSLER CONSULTING

Streamlining Higher Education with LEAN

Selecting Lean Facilitator Candidates

Investing in employee skills is an effective way to grow as an organization. Consider the following when selecting potential Lean Facilitators for the Lean Facilitator Certification program:

1. Communicative – others feel comfortable to share idea and discuss controversial issues with the person.
2. Unbiased – able to facilitate a team without forcing their opinions and ideas as the solution.
3. Respectful– guide the team to a solution and respect their decisions.
4. Systems Thinker – understand the “big picture” and how processes fit together, but are not the expert. Ask questions to ensure that critical issues are considered by the team.
5. Flexible – has the ability to adapt to the needs of the group quickly.
6. Intuitive – foresee possible scenarios that might occur in the team.
7. Patient – allow the team to evolve and derive the solution.
8. Persistent – keep the team and leadership champions on target with the project.
9. Organized – document action.
10. Collaborative – works well with individuals across function areas and in other divisions.

The individual should have a schedule that can be relieved to conduct Lean Events. Often the middle managers, such as coordinators or assistant directors, will have the understanding of the campus and management skills to be successful facilitators. Another group that can be effective facilitators is the emerging leaders employed in lower level positions.