

## Chat Responses to Karyn Ross Webinar Questions

KaiNexus Webinar Series — July 11, 2023

Please take a moment, close your eyes, and think about what a kinder, better future looks like to you...

- 13:09:22 From Jennifer Ambos : Enjoying time at work; laughter
- 13:09:22 From Melanie Craig : Hello from New Orleans. Kindness looks like respect, responding in a kind manner, rather than being nasty when there is a difference of opinion
- 13:09:23 From Nathan Okawa : Being considerate of others
- 13:09:24 From Ametrice Robinson : Active listening and helping others and having the time to do so
- 13:09:31 From Katrina van der Kloet To All Panelists : Seeing people as whole people
- 13:09:42 From Kacie Patton : Being present
- 13:09:50 From Maureen O'Malley : considering the needs of others
- 13:09:57 From Jonathon Andell : Cold and harsh regarding the facts, warm and gentle to the people

Please take a moment, close your eyes, and think about what a kinder, better future looks like to you...

- 13:11:13 From Tim Grant : First, define what you do now.
- 13:11:21 From Ricardo Guerrero : Listen and learn from his team
- 13:11:41 From Diane Walton : Start by spending time learning from his staff and understand where you are starting
- 13:11:47 From Stephen Woo : Go to Gemba
- 13:12:08 From Sarah Taylor : Find a way to inspire/empower his staff! And LISTEN to his staff!
- 13:12:38 From Loren Desmarais : be a question asker vs a director of tasks
- 13:12:55 From Anne-Marie Keown : Coach not fix

13:13:08 From Maureen O'Malley : Start building a lean culture by providing training to front line people

13:13:08 From Jonathon Andell : I agree about Gemba - and use it to learn what people's issues are, and what they need to do their jobs better.

13:13:09 From Dawn Schulz : I am finding one of the most requested skills now is the ability to unlearn, not just for leaders but for everyone within an organization.

13:13:19 From Elizabeth Davis : Have lunch with the people that report to him - the fastest way to build a team is to eat together

13:13:20 From JENNIFER SIMMERS : meet all of his staff and ask questions about their work, processes, problems and improvements to learn

13:13:20 From Joan Perreault : spend a day working side by side with his staff, to fully understand their wants and needs.

13:13:20 From tim walthall : Learn people's names. Don't just walk the Gemba. Work the Gemba. Go to the roles of his direct reports and learn what they experience from day to day.

13:13:26 From Mike H : Listen and ask questions to understand even if he believes he has a full understanding

13:13:27 From Chris Barlosky : Stop being a problem solver and develop your coaching skills to develop problem solvers on your team and in your organization.

13:13:37 From Melanie Craig : Ask people what they think vs. coming with all the answers and directives on what the issues are.

13:13:37 From Julie Cunningham : Empower the group to be resilient problem solvers. Role model the behavior of curiosity to have a better understanding of what are the barriers for his group. How can he remove barriers,

13:13:41 From Oladimeji Tawose : Actively listen and coaching versus fixer

13:13:43 From Sherita Bullock : Talk to the staff to learn about what they see as their greatest successes and challenges.

13:13:48 From Richard Galinski : Empower frontline workers to suggest improvements and assist with change

13:13:51 From Jennifer Ayers : He can demonstrate the behaviors he wants to see - get to know people as individuals, show he cares about their process and their problems, admits when he doesn't know something, and admits his mistakes and talks about what he learns from making mistakes/failing.

13:14:06 From Jonathon Andell : At some point Hoshin or equivalent

13:14:17 From Tim Grant : Define what he does now

13:14:19 From Alfredo Diaz : empower people

- 13:14:20 From Ken Jamison : Go on walk-about, meet his team and others. Ask about what people love about the company and what they would change. Look for customer feedback.
- 13:14:20 From Jennifer Ambros : 1. meet with each team member 2. learn each team members goals/desires 3. be present at meetings
- 13:14:21 From Anne-Marie Keown : use data to drive improvement
- 13:14:23 From Kacie Patton : Hold space for people to just be as humans
- 13:14:32 From Jose Valdes : Provide feedback based on specific requirements that were defined.
- 13:14:43 From Kelly Harrison : Develop a sense of community by finding out the values and priorities of the PEOPLE in the organization. Once he develops an improvement plan, clearly articulate the "why" behind the need to improve.
- 13:15:40 From Al Mbonda To All Panelists : People are central in lean thinking and practice. I would like Peter to care more than he's ever done about the "psychological safety" of his staff. Read or listen to the "4 stages of psychological safety",
- 13:16:24 From Jonathon Andell : My Gemba visits always include the "magic wand" question: if you had a magic wand, how would you use it to make the job better?
- 13:17:59 From Mark Graban (he/him) To All Panelists : I love that book "The 4 Stages of Psychological Safety" — Timothy R. Clark

## Is Lean kind?

- 13:23:49 From LaToya Bell : It can be -- clear expectations and parameters for teams to ensure people are seen and heard
- 13:23:49 From Katrina van der Kloet To All Panelists : It can be if the participants are
- 13:23:54 From Diane Walton : It can be but depends on how the leader is communicating. Lean is a tool to be used
- 13:24:03 From Loren Desmarais : Yes, it provides ownership
- 13:24:04 From Jose Valdes : I think it's as kind as any other concept. It depends on the person applying it.
- 13:24:04 From JENNIFER SIMMERS : Yes because proper application removes waste from processes, making it easier to work
- 13:24:06 From Tim Walthall : Lean is a set of tools. It is effective when APPLIED with kindness.

13:24:06 From Julie Cunningham : Depends on how it is presented. If deployed with humility and respect, than yes. If fire hose approach, then no.

13:24:07 From Kelly Harrison : I see it as neutral. It is a tool for continuous improvement but is non-emotional

13:24:08 From Chris Barlosky : Yes because respect for people is at the center of lean. Not everyone in lean follows that principle though

13:24:08 From Nick Katko : It's kind because it focuses on respect for people and considers employees the most important asset in a company

13:24:10 From Betsy Williams : Yes, it levels the playing field

13:24:10 From Ken Jamison : Lean is kind as it reduces waste in processes and thereby making work easier.

13:24:14 From Shaneen Harris : It can be - it depends if the leader sets the example to foster it

13:24:17 From Monika Sklad : yes, goal is to make people's lives easier

13:24:17 From steven Best : Yes Lean is Kind, because you are helping others to make their work less struggle / make work easier

13:24:26 From Jennifer Ambos : yes, provides clarity and focus on process

13:24:27 From Sarah Taylor : It's respectful....which is different than kind.

13:24:32 From Niki Blaisdell : I believe that the intent of Lean is kind. If we are focused on the process not the person

13:24:32 From Anne-Marie keown : true to its philosophical underpinnings

13:24:36 From Jennifer Mayernik : Lean doesn't have a "personality" - it is a way of focusing on a process, targeting efficiency. How it is implemented can be kind or unkind, but that's about how effectively the leadership understands what it's for

13:24:36 From Al Mbonda To All Panelists : Lean is neither kind nor unkind. People make it what it is. The lean leader matters.

13:24:43 From Tim Grant : Yes, reduces waste so less energy is used to produce and people learn how to problem solve and grow

13:24:43 From Paula Duck : Yes, it's meant to help

13:24:44 From Jennifer Ayers : It depends on your definition of lean and how you practice lean. The foundation is respect for people, so when the mindset behind what you're doing is aligned with respect and kindness, then yes.

13:25:01 From Alfredo Diaz : Yes, it is. However, it needs change management and emotional intelligence.

13:25:03 From Ametrice Robinson : Yes, it's more developing and improving trust and communication through out the organization. No when not understood.

13:25:07 From Richard Galinski : Not intrinsically kind. People bring kindness

13:27:25 From Jonathon Andell : If done properly - a BIG if - Lean enables us to handle difficult truths with as much kindness as the situation allows.

13:31:46 From MC Moore : Awesome session Karyn & Mark!!

13:47:55 From Ken Jamison : My mom told me that frequently.

13:52:50 From Julie Cunningham : I need to drop, but thank you both so much for the kind presentation.

13:53:07 From Sarah Taylor : Schedule time on my calendar to reflect and 'check my thoughts'

13:53:37 From Ken Jamison : Order your book.

13:53:38 From Christopher Wiggs : Self-reflection - am I really practicing kindness and how and if not how I could moving forward.

13:53:56 From Melanie Craig : I am gong to check my thoughts every morning. It's important to remember that the person in front of me is more than the situation at hand.

13:54:12 From Jose Valdes : I will reach out to that person (manager) that I think should change his/her ways. Instead, I will change my ways and reach out to try to listen to his/her point of view.

13:54:12 From Shaneen Harris : Schedule the time to reflect on interactions with my team, my words, and my attentiveness to them

13:54:43 From Betsy Williams : Reach out to someone that I know needs a listening ear.

13:54:44 From Mila Bozic : nurture my kindness more

13:54:51 From Patrice Domingue : Make sure I am very attentive, open eyes, ears, mind and heart.

13:55:21 From Jennifer Ambos : Plan to acknowledge an employee thru a reward system that has excelled at work

13:55:24 From Jose Valdes : CONGRATS on the new book.

13:58:15 From Dawn Schulz To All Panelists : Thank you Karyn and thank you Mark. Always time well spent.

13:58:32 From Shaneen Harris : Thank you and congratulations on the new book! This was awesome!

13:59:25 From Alfredo Diaz : Thank you!

13:59:51 From Kate Francis : Thank you! Thought provoking :)

13:59:58 From Alexandra Perez-Uzquiano : thx a million!

14:00:01 From Katrina van der Kloet To All Panelists : Thank yo so much - Good Luck to Peter :)

14:00:02 From Cheryl Stachera : Thank you! And congratulations on the new book!

14:00:08 From Richard Galinski : Thank you