



**Event:** Lean Culture and Conflict Resolution

**Speaker(s):** Joyce Weiss, G.S. Clarke, Tom Smith

**Date:** June 17, 2011

**Location:** Oakland University's Pawley Lean Institute in Sterling Heights, MI



The Lean Culture and Conflict Resolution event was held on June 17, 2011 at the Macomb-Oakland Incubator in Sterling Heights, MI. This event showcased speakers: Joyce Weiss, G.S. Clarke, and Tom Smith who addressed issues about problem solving in the workplace. 20 people attended this event and Michigan Lean Consortium welcomed five new members.

"Great presentation on culture and its implications for continuous improvement sustainability within an organization by S. T. Clarke. Clarke showed how the Human Synergistic model can be used to better understand and forecast the implications of culture on Lean," said Lester Sutherland.

"The morning session on culture by G.S. Clarke was a fantastic example of how to assess individuals and organizations in terms of culture. We learned that once you know where you are and where you want to be as an organization, work can be done to fill the gap. The biggest piece of information I took with me was the importance of individual style and the continuous, deliberate effort that is needed to understand ourselves which in turn will make our organizations stronger and more successful. Every Michigan organization needs to understand the power of culture. The afternoon session by Joyce Weiss showed effective methods of dealing with change at the individual level when culture is transforming. Thinking before reacting was a good takeaway and also knowing your audience in terms of language used was also very helpful. These are very helpful tips when transforming a culture," said Debra Levantrosser Setman.

The mission of the MLC is to offer a diverse network of knowledgeable lean



professionals who come together to share innovative practices. The organization aims to create a lean culture in Michigan to ensure sustainable competitive advantage, which could translate into healthier businesses that offer more job opportunities leading to economic growth in the state.

The charter members of the MLC include: Amway, Blue Cross Blue Shield of Michigan, DTE Energy, Johnson & Johnson, The Lean Learning Center, Northwestern Michigan College, the Oakland University Pawley Lean Institute and the Michigan Shingo Prize through The Right Place. For more information, visit [www.michiganlean.org](http://www.michiganlean.org).