



**Event:** "Influencing Up"

**Speaker(s):** Lisa Satawa

**Date:** October 21, 2011

**Location:** Wayne State University's Oakland Center in Farmington Hills, MI



The Michigan Lean Consortium (MLC) and The Droste Group partnered to offer a training event "Influencing Up" on October 21, 2011 at Wayne State University's Oakland Center, in Farmington Hills, Michigan.

The presenter, Lisa Satawa, President and CEO of The Droste Group headquartered in Troy, MI, has over 20 years of business experience, including large scale turnarounds and startups with Fortune 500 companies and over 25 years of executive coaching and change management.

Approximately 25 participants attended the event representing organizations such as St. Joseph Mercy Oakland, Genesys, GM, DTE Energy and Bosch.

A pre-work checklist allowed participants to gauge their influence characteristics and behaviors and identify opportunities for development. Lisa provided techniques that are effective to influence top executives but also anyone with whom we interact:

- Different styles of communication and decision-making by using the DiSC leadership profile as one tool to better recognize and adjust personal styles.
- How to use emotional intelligence to build trust and sustain credibility



- How to influence through coaching versus telling. Lisa demonstrated how effective influencing achieved the same results as lean's pull system whereas persuasion is a push system.
- Use open ended questions to gain commitment

Lisa provided resources to develop action plans with stakeholders and diagnostic chart to determine how knowledgeable you are about the stakeholder. Lisa is an effective presenter providing personal examples to gain insight and involvement of participants.

From the event survey, one attendee stated the speaker was engaging and knowledgeable providing great concepts and tools that can be used immediately. Another attendee agreed and took away actionable steps to immediately take back with their team. The same event will be held November 8 in Grand Rapids.

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).