



## Empowering Process Improvement – Talon Technologies

Within your organization, there may be thousands of processes occurring simultaneously. At some point, processes from the various departments will intersect, which may often be why many process-improvement projects never make it beyond the blueprint stage - their originators didn't take into account process interconnectivity. Or perhaps they failed to unite the team around the improvement goal, or support the improvement process with appropriate checks and balances. In today's world of near constant change, employees need to feel empowered to recognize out-of-date or monotonous processes, and improve them to benefit of their team, the organization, and their customers!

In Eagle's Flight's experiential learning program, *Talon Technologies™*, your employees will get hands-on experience and practice working as a team with innovative thinking and strategic planning. All of this will ensure that your employees return to work able to pinpoint the processes most in need of immediate attention, identify the associated problems, and create an actionable and logical plan to make improvements actually happen.

### THE OUTCOME

*Individuals will return to work with the ability, tools, and confidence to:*

- Pinpoint bottlenecks and develop innovative solutions based on root-cause analysis
- Lead process improvement to realize savings - increased speed, decreased waste, improved quality, lower costs, and minimized rework
- Convert employee frustration into a chance to improve processes, people, and systems
- Establish consensus, effectively delegate, diagnose, and overcome team challenges
- Identify improvement targets and establish action steps to achieve them
- Create actionable steps to execute a strategic plan

## THE DETAILS



2-day  
program



15 -25  
participants



Ideal for  
training teams at  
all levels



Customization and  
delivery options  
available



Post-course  
reinforcement  
available

## THIS ISN'T YOUR ORDINARY LEARNING EXPERIENCE

An Eagle's Flight experiential learning program is unlike anything you or your participants have seen before – it's not another lecture, case study, or role-play. It's an immersive, learn-by-doing experience, where the learning is embedded in an engaging activity. Why do we do this? It allows participants to simply be themselves in the experience, and act as they normally would at work. This is where true behavior change begins.

By personally experiencing the results that come from applying their existing behaviors, participants see the link between their performance in the experience and the changes they need to make to maximize performance at work. A powerful debrief reinforces the lessons learned in the experience and shows how to apply those lessons back on the job. New competencies are developed, learnings are retained, and individuals are more likely and better able to enthusiastically apply their new knowledge to improve their day-to-day performance.



***"The use of your experiences to build understanding and conviction is an Eagle's Flight trademark; and one which, in my opinion, is a true differentiator that sets you apart from all others in your field."***

Marc Caira, Vice Chair, Restaurant Brands International



Left with questions? Wondering what a partnership could look like? Give us a shout!

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