



# Ala Carte Curriculum Catalog



# à la carte

**“Build Your Own Course Topics”**



THE  
BREAKTHRU  
INSTITUTE

A division of CMA Enterprise  
Incorporated

# About Us



CMA Enterprise Incorporated is a Process and Performance Improvement Consulting firm. We specialize in raising your levels of maturity and enhancing your capability and capacity. Our approach is to use methodologies tied to the performance and process improvement disciplines that delivers AHA Moments™ again and again. All this is done through our training division called The Breaktru Institute (TBI).

At CMA our reputation in the marketplace is that we are known for bringing our clients' organizations full circle so that we can move you forward. Our value proposition is ...

- Reliability
- Accuracy in Solutions Delivery
- Integrity
- Results Oriented
- Professional and Experienced

As a boutique Performance and Process Improvement Consulting Firm headquartered in Davie, Florida our clients receive a personal touch when it comes to service.

Our Team focuses on leading mid-sized and participating in teaming engagements that enables us to facilitate the following for our clients...

- *Mitigate challenging processes and performance issues within your organization,*
- *Facilitate Lean Six Sigma Certification Training and Project Coaching*
- *Recommend cost savings measures for ongoing sustainable improvement,*
- *Facilitate organization and workforce cultural transformation and diversity & inclusion framework,*
- *Enhance and identifying revenue streams when needed,*
- *Develop and/or review operating policies and Procedures for continuity and consistency in your operations,*
- *Maximize your leadership talent through one on one coaching and workforce training*
- *EEO Compliance Technical Assistance*
- *Resolve Conflict with proactive alternative dispute resolution*
- Project Management and Technical Assistance

# Lead Project Consultant



## **Gail Birks, EMBA, LMBB, IATA**

Gail Birks is the founding Principal with CMA Enterprise Incorporated. Professionally, Ms. Birks has served the South Florida Business community for nearly nine years as a Middle Market Assistant Vice President with Southeast Bank, NA and SunTrust/Miami, NA respectively. She holds a Bachelor Degree in Economics and Finance from Tennessee State University in Nashville, Tennessee where she was also enrolled in the University's Honors Program. She is a graduate of the Executive MBA Program at Florida International University and has completed post-graduate work in the area of Industrial Psychology and Personnel Staffing and Administration. She was also voted "Best Presenter" by her 1999 graduating class.

Ms. Birks is also a Certified Mediator and Arbitrator for the Florida State Supreme Court. Her Certifications encompass Circuit/Civil, County and Residential Mortgage Foreclosure. She has extensive experience in mediating conflicts in the workplace, customer service grievances, contract disputes, insurance claims, employee relations (and supervisor/employee matters.).

Ms. Birks has served as an **Independent Corporate Director since 1994**. She has been a part of the governing body of a financial institution that began as a privately held organization before merging in 2005 with a publically traded financial holding company and repurchased by private investors in 2009. Ms. Birks also has over 30 years of experience in board leadership and an expertise in board development and governance having served on and consulted numerous non-profit and civic boards in South Florida. In 2012, Ms. Birks received an invitation from the NYSE to attend a conference of Diverse Independent Corporate Board of Directors in NYC

And in June, 2013, she was a featured panelist for a workshop on "Enterprise Risk Management. A Director's Perspective" and the American Leader's Conference. Ms. Birks was also named as a "Director to Watch in 2014" by **Directors and Boards Magazine** (September Issue).

Ms. Birks, a published author of four books, holds an advanced **Certification in Lean Six Sigma**. She is a **Lean Master Black Belt through her matriculation at Florida Atlantic University** (September, 2013). Her other professional certifications include but are not limited to the following: Certified Total Quality Management Training, Certified Self-Directed Workgroup Training, Advanced Sales Training and Management Credit Training. In 2006 Ms. Birks was selected to be a Protégée with Accenture, LLC at the national level in their Inaugural Mentor/Protégée Program.

Her consulting and business concepts have been featured in numerous cover stories in the Miami Herald and other South Florida Circulars. She has raised the awareness of grassroots and corporate clients through her consulting and training exercises, resulting in heightened awareness in the areas of organization and cultural diversity, self-directed workgroups and high performance teams, and process improvement. She has designed and facilitated sessions as well as consulted on a local, regional and national levels for public, corporate and nonprofit organizations.

Ms. Birks is SME in Curriculum Design and Facilitation. Industries served include: Financial Services (Banking and Finance), Telecommunications, Automotive and Manufacturing, Food Service, Utilities, Logistics, Hospitality, Health Care, Pharmaceutical, Housing, Education, and Government (State, Local and Federal). She have also worked with domestic and international corporations during her professional career.

Ms. Birks' honors include: 2012 Top 100 Most Influential Black Professionals in South Florida – ICABA; Top 50 Most Powerful Black Professionals in South Florida -2011; Alpha Kappa Alpha Sorority, Inc., Top Hat Award in Business and Entrepreneurship - 2008; Greater Fort Lauderdale Chamber of Commerce Women's Council of Commerce Circle of Excellence Award in Business – 2007; "In The Company of Women", Miami Dade County – 2001; National Association of Business and Professional Women Business Champion – 2001; FIU- Executive MBA Class of 1999, "Best Presenter"; JM Family Enterprises African American Achiever.

Ms. Birks is a proud member of Alpha Kappa Alpha Sorority, Inc.



## Why Train with CMA’s Ala Carte Programs?

Being an aspiring or successful leader in your organization and community is important. More so is the ability to be sustainable is key to your life line.

We understand this desire and as a result designed this offering of tools to refresh, acquire and sharpen their skill sets in the “figure it out as you go” world of business and entrepreneurship. It is a moving target and we have created mini toolbox series that ease some of the uncertainty.

The developmental skills that are contained in these curriculums assist you in your journey of **sustainable success**.

*Offerings range from **one (1) hour to one (1) year** in time commitment for the participant depending on the course or academy in which you are enrolled. The categories and pricing ranges are below...*

|                    |                              |  |
|--------------------|------------------------------|--|
| Classroom Sessions | 500.00-5000.00 per session;  | Min. 15 / max. 25                          |
|                    | 45.00 – 15,000.00 per person | Open enrollment and certification sessions |
| Online Courses     | 55.00-17,500.00 per person   | unlimited                                  |
| Blended Courses    | Request a quote              | Groups max 25 per course                   |
| Concierge Sessions | Request a quote              | One on one                                 |

# TBI Catalog Categories

Our offering categories include but are not limited to...

## Lean Six Sigma Series...

- Lean White Belt (with case study and toolbox)
- Lean Yellow Belt (with case study, and toolbox)
- Lean Green Belt (with case study for project and coaching, exam and toolbox)
- Lean Black Belt (with case study for project and coaching, exam and toolbox)
- Lean Master Black Belt (with case study for project and coaching, exam and toolbox)
- Lean Champion (with case study and toolbox)
- Enterprise Risk Management using Lean Kaizens
- Lean Business leader (with case study, and toolbox)
- Lean Lockstep Program (with case study for project and coaching, exam and toolbox)

## Leadership Training...

- Leadership Series – Track I
- Leadership Series – Track II

## Entrepreneurship Training...

- Entrepreneurship Excellence
- Lean Entrepreneur and Business Leader

## Project Management Preparatory Course

Includes case study and toolbox

## Diversity and Inclusion

- Diversity and Sensitivity Awareness
- Race Relations
- EEO Compliance
- Supplier Diversity

## General Business Courses

CMA offers mini excursions that all our client/students focus on one specific area of interest as opposed to an entire series.

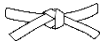
*Ala carte selection categories include...*

- Organization Development
- Enterprise Risk Management
- Leadership
- Customer Relations
- Process Improvement
- Team Building
- Project Management
- Mentoring and Coaching
- Performance Improvement
- Financial Management
- HR Management and Compliance Issues
- Entrepreneur Development
- Board Governance
- Communication Skills
- Marketing Essentials

## Other Program Services/Offerings include...

- Curriculum Development
- Case Study Customization
- E-Learning platforms
- Presentation Development
- Concierge Sessions
- Trainer Mentoring
- DiSC Assessment Tools

# TBI Lean Six Sigma Training Universe



**White Belt:** Assists with process mapping (8 hours)



**Yellow Belt:** Front line Team Members handle The data collection (16-20 hours)



**Green Belt:** Lead Teams, focus on analysis (64 hours)



**Black Belt:** Solutionists, Lead Teams, Train and Coach green and Yellow Belts (80 hours)



**Master Black Belt:** Oversees Project teams and associated Team dynamics, functions as Coach to other levels (100-120 hours)



## Other Certificate Training



**Champions** take responsibility for Six Sigma implementation across the organization in an integrated manner. (Organization Leadership) – (16 hours)



**Lean Business Leader/Entrepreneur:** For the Business Leader who must be able to speak the language of their corporate and government clients in order to close the deal. (3.5 days)



**Lean Practitioner (Kaizens):** Run your own projects with the tools that will assist you in mobilizing project teams, project management, handoff and monitoring for sustainable integration (1/2 – 1 day; kaizen project timeframes vary by project)



**Lock-step Program:** For the Company who is on an accelerated timeline to transform your culture, this is for you. In **6-8 months**, our candidates will **go from yellow to black belt**. If you seek your **master black belt designation**, it is **12-15 months**.



**TPS – A Lean Approach:** This training focuses specifically on the principles and tools used in this universe of “Lean Manufacturing” as created by Mr. Toyoda and Mr. Ohno. This Lean Course, while originating in the manufacturing climate is not just for professionals in that industry. The tools and critical thinking can translate across industry lines. (3.5 days)



**Lean Project Management:** The training will introduce all of the key elements of Project Management in accordance to the body of knowledge with emphasis on the core methods and analytical tools that are important to sustainable and successful project management (PM) with a “taste” of Lean Six Sigma.



**Outcomes – Driven Contracting Supply Chain Management and Acquisition** Designed to assist the Organization’s Leadership and Front Line (general workforce) in guiding their respective teams and sometimes the customers on how to maximize their acquisition experience. Attendees will be exposed to the key fundamentals of serving the most important person to your company... THE CUSTOMER, however that is defined.

| <b>CMA/TBI Excursions</b>   | <b>General Workforce</b> | <b>Newbie Leaders</b> | <b>Frontline Leadership</b> | <b>Divisional &amp; C Suite Leaders</b> | <b>Executive and Board Level</b> |
|---|--------------------------|-----------------------|-----------------------------|---|----------------------------------|
| <b><i>Organization Development</i></b>                            |                          |                       |                             |   |                                  |
| Diversity and Inclusion   | X                        | X                     | X                           | X                                       | X                                |
| Race Relations: A Conversation for Common Ground                  | X                        | X                     | X                           | X                                       | X                                |
| Creating Your Stability Plan for Sustainable Success              |                          |                       | X                           | X                                       | X                                |
| Organizing with Visual Factories                                  | X                        | X                     | X                           | X                                       |                                  |
| Managing with Accountability Scorecards                           |                          | X                     | X                           | X                                       | X                                |
| CMMI Model: Maturity Metrics                                      |                          | X                     | X                           | X                                       | X                                |
| Push/Pull Organizations (Poke Yoke)                               |                          |                       |                             | X                                       | X                                |
| Managing the Production Race                                      | X                        |                       | X                           | X                                       |                                  |
| Weighing the Risk of Status Quo: Enterprise Risk Management (ERM) |                          |                       |                             | X                                       | X                                |
| Sustainable Business Plans  | X                        | X                     | X                           | X                                       | X                                |
| Fiscal Due Diligence and Management                               |                          | X                     | X                           | X                                       | X                                |
| Strategic Planning and Alignment                                  |                          | X                     | X                           | X                                       | X                                |
| Supply and Demand Forecasting models                              |                          | X                     | X                           | X                                       |                                  |
| <b><i>Leadership</i></b>  |                          |                       |                             |   |                                  |
| Managing Expectations   |                          | X                     | X                           | X                                       | X                                |
| Situational Leadership  |                          | X                     | X                           | X                                       |                                  |
| Peer Today... Boss Tomorrow                                       | X                        | X                     |                             |   |                                  |
| Developing Exit Strategies  | X                        | X                     | X                           | X                                       | X                                |
| Facilitating Effective Meetings                                   | X                        | X                     | X                           | X                                       | X                                |

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|---|--------------------------|-----------------------|-----------------------------|---|----------------------------------|
| Negotiating and Influencing Skills          | X                        | X                     | X                           | X                                       | X                                |
| Managing the “Controllables”                | X                        | X                     | X                           | X                                       | X                                |
| Managers as Conflict Resolution Coaches     |                          | X                     | X                           | X                                       | X                                |
| Knowing Your Leadership Style (DiSC)        |                          | X                     | X                           | X                                       |                                  |
| Strategic HR Planning (Succession)          |                          | X                     | X                           | X                                       | X                                |
| Problem Solving & Inclusive Decision Making | X                        | X                     | X                           | X                                       | X                                |
| Lean Six Sigma Champion                     |                          | X                     | X                           | X                                       |                                  |
| Managing a Leaner Environment               |                          | X                     | X                           | X                                       |                                  |
| First time Supervisor: A practical handbook |                          | X                     |                             |   |                                  |
| Women in Leadership: Finding Your Voice     | X                        | X                     | X                           | X                                       | X                                |
| Mentoring for Sustainable Success           |                          | X                     | X                           | X                                       | X                                |
| Motivating & Managing Organization Dynamics |                          | X                     | X                           | X                                       | X                                |
| <b>Process Improvement</b>                  |                          |                       |                             |   |                                  |
| Quick and Easy Kaizens                      | X                        | X                     |                             |   |                                  |
| Lock Step Lean Six Sigma Certification      | X                        | X                     | X                           | X                                       |                                  |
| White/Yellow Belt Certification             | X                        | X                     | X                           | X                                       |                                  |
| Green Belt Certification                    | X                        | X                     | X                           | X                                       |                                  |
| Black Belt Certification                    | X                        | X                     | X                           | X                                       |                                  |
| Master Black Belt Certification             | X                        | X                     | X                           | X                                       |                                  |
| Lean Business Leader/Entrepreneur           |                          |                       |                             | X                                       | X                                |



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|--|--------------------------|-----------------------|-----------------------------|---|----------------------------------|
| Waste and Fail Point Analysis                            | X                        | X                     | X                           | X                                       |                                  |
| Process Mapping (Swim Lane, Value Stream, Deming System) | X                        | X                     | X                           |   |                                  |
| Cycle Time Analysis                                      | X                        | X                     | X                           |   |                                  |
| 5S   | X                        | X                     | X                           |   |                                  |
| Root Cause Analysis (RCA)                                | X                        | X                     | X                           | X                                       | X                                |
| Data Collection and Sampling Strategies                  | X                        | X                     | X                           |   |                                  |
| Hypothesis Testing and Goodness of Fit                   | X                        | X                     | X                           | X                                       |                                  |
| Failure Mode Effects Analysis (FMEA)                     | X                        | X                     | X                           | X                                       |                                  |
| Regression and Statistical Analysis                      | X                        |                       |                             |   |                                  |
| Mobilizing an improvement/kaizen project                 |                          | X                     | X                           |   |                                  |
| Process Stability and Capability                         | X                        |                       |                             | X                                       | X                                |
| Lean Flow Systems  |                          |                       | X                           | X                                       |                                  |
| Design of Experiment                                     | X                        |                       |                             |   |                                  |
| TRIZ   | X                        |                       |                             | X                                       |                                  |
| Gage R&R   | X                        | X                     | X                           |   |                                  |
| <b>Project Management</b>                                |                          |                       |                             |   |                                  |
| Creating a Mobilizing Your Projects                      | X                        | X                     | X                           |   |                                  |
| Managing Your Project Plan                               | X                        | X                     | X                           |   |                                  |
| Project Transition Plans and Handoff Strategies          |                          |                       |                             | X                                       |                                  |
| Project Management overview                              | X                        | X                     | X                           |   |                                  |

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| Work Breakdown Structures                              | X                        |                       |                             |   |                                  |
| Managing Critical Paths                                |                          | X                     | X                           | X                                       |                                  |
| Earned Value Analysis                                  | X                        | X                     | X                           | X                                       |                                  |
| Costing Your Project                                   | X                        | X                     | X                           |   |                                  |
| Project Management Preparatory Course                  | X                        | X                     | X                           |   |                                  |
| Enterprise wide Planning and Deployment                | X                        | X                     | X                           | X                                       |                                  |
| <b>Performance Improvement</b>                         |                          |                       |                             |   |                                  |
| Setting Performance Measures                           |                          | X                     | X                           | X                                       | X                                |
| Design of X: The Business Case for Sustainable Success |                          | X                     | X                           | X                                       |                                  |
| Conducting Performance Appraisals: A new paradigm      |                          | X                     | X                           | X                                       |                                  |
| Managing Your Cross Functional Competencies            |                          | X                     | X                           | X                                       |                                  |
| <b>HR Management and Compliance</b>                    |                          |                       |                             |   |                                  |
| EEO Compliance   | X                        | X                     | X                           | X                                       |                                  |
| Workplace Ethics                                       | X                        | X                     | X                           | X                                       | X                                |
| Harassment in the Workplace (Sexual)                   | X                        | X                     | X                           | X                                       | X                                |
| Employee Orientation                                   | X                        | X                     | X                           | X                                       | X                                |
| Training Design and Delivery                           | X                        | X                     | X                           |   |                                  |
| Selecting the “right fit”: Hiring good people          |                          | X                     | X                           | X                                       |                                  |
| Stress Management                                      | X                        | X                     | X                           | X                                       |                                  |

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| <b><i>Board Governance</i></b>                          |                          |                       |                             |   |                                  |
| Board Strategic Planning and Oversight                  |                          |                       |                             |   | <b>X</b>                         |
| The Steering Committee Process                          |                          |                       |                             |   | <b>X</b>                         |
| Monitoring Organization Transformation                  |                          |                       |                             |   | <b>X</b>                         |
| <b><i>Mentoring and Coaching</i></b>                    |                          |                       |                             |   |                                  |
| Corrective Action                                       |                          | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |
| Professional Development                                |                          | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |
| Strategy and Brainstorming: A collaboration for success |                          | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |
| Managing Your DiSC                                      |                          | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |
| <b><i>Team Building</i></b>                             |                          |                       |                             |   |                                  |
| Managing Team Dynamics                                  |                          | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |
| High Performance Teams: Creating the “right fit”        |                          | <b>X</b>              | <b>X</b>                    | <b>X</b>                                | <b>X</b>                         |
| Team Dimensions (DiSC)                                  |                          | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |
| Creating a Team Charter                                 |                          | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |
| Knowing the “Cast of Characters” on your Team           | <b>X</b>                 | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |
| Team SWOTT/ PEST  | <b>X</b>                 | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |
| Team Building: Collaborating for Success                | <b>X</b>                 | <b>X</b>              | <b>X</b>                    | <b>X</b>                                |                                  |

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| <b><i>Time Management</i></b>  |                          |                       |                             |   |                                  |
| Time Mastery (DiSC)  | x                        | x                     | x                           | x                                       |                                  |
| Time Value and Utility Functions   | x                        | x                     | x                           | x                                       |                                  |
| Takt Time & Resource Allocation  | x                        | x                     | x                           |   |                                  |
| SMED & Streamlining Processes  | x                        | x                     | x                           |   |                                  |
| <b><i>Customer Relations</i></b>   |                          |                       |                             |   |                                  |
| Force Field Analysis   | x                        | x                     | x                           | x                                       | x                                |
| The Voice of the Customer/Business: Customer “Speak”                               | x                        | x                     | x                           | x                                       | x                                |
| Effective Satisfaction Surveys   | x                        | x                     | x                           | x                                       | x                                |
| Handling Difficult Customers   | x                        | x                     | x                           | x                                       | x                                |
| Building Customer-centric Teams  | x                        | x                     | x                           | x                                       | x                                |
| <b><i>Financial Measurement</i></b>  |                          |                       |                             |   |                                  |
| Customer ROI   |                          | x                     | x                           | x                                       | x                                |
| Managing Operations/ Project Cost Analysis   |                          | x                     | x                           | x                                       |                                  |
| Tracking the 7 Measurements of Performance   |                          | x                     | x                           | x                                       | x                                |
| Cost of Quality and Prevention Measures  |                          |                       | x                           | x                                       |                                  |
| <b><i>Entrepreneurship Development</i></b>   |                          |                       |                             |   |                                  |
| <i>New and Emerging Entrepreneurs Academy</i>                                      | x                        |                       |                             |   |                                  |
| • Understanding the realities of being your own boss... The Other Side of Business | x                        |                       |                             |   | x                                |

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|---|--------------------------|-----------------------|-----------------------------|---|----------------------------------|
| • Creating your Roadmap (Business Plan)   | X                        | X                     | X                           | X                                       | X                                |
| • Financial Management <ul style="list-style-type: none"> <li>• Personal</li> <li>• Business</li> </ul> | X                        | X                     | X                           | X                                       | X                                |
| • Business Contracts and Agreements...<br>Knowing how to negotiate                                      | X                        | X                     | X                           | X                                       | X                                |
| • Costing Your Business... Determine What You Are Worth   | X                        | X                     | X                           | X                                       | X                                |
| • Creating a winning proposal or bid  | X                        | X                     | X                           | X                                       | X                                |
| • Human Resources and the Entrepreneur  | X                        | X                     | X                           | X                                       | X                                |
| • Marketing with a Cause  | X                        | X                     | X                           | X                                       | X                                |
| • Developing your strategic marketing plan  | X                        | X                     | X                           | X                                       | X                                |
| • Niche Marketing   | X                        | X                     | X                           | X                                       | X                                |
| • Networking strategically  | X                        | X                     | X                           | X                                       | X                                |
| • Branding Techniques   | X                        | X                     | X                           | X                                       | X                                |
| • Technology and Entrepreneurship   | X                        | X                     | X                           | X                                       | X                                |
| • Strategic Partnerships... creating the big city image   | X                        | X                     | X                           | X                                       | X                                |
| <i>Advanced Entrepreneurship and Business Leader</i>  | X                        | X                     | X                           | X                                       | X                                |
| • Weighting the Risk of Status Quo (ERM)  | X                        | X                     | X                           | X                                       | X                                |
| • Cultivating the Expectation Decision Tree   | X                        | X                     | X                           | X                                       | X                                |

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|---|--------------------------|-----------------------|-----------------------------|---|----------------------------------|
| • Creating your visual factories  | X                        | X                     | X                           | X                                       | X                                |
| • CMMI Models <ul style="list-style-type: none"> <li>• Maturity Level Matrices</li> </ul>   | X                        | X                     | X                           | X                                       | X                                |
| • Negotiating Resolution  | X                        | X                     | X                           | X                                       | X                                |
| • Managing within the Spider’s Web  | X                        | X                     | X                           | X                                       | X                                |
| • Time Value and Utility Functions  | X                        | X                     | X                           | X                                       | X                                |
| • Determining Takt Time and Resource Allocation   | X                        | X                     | X                           | X                                       | X                                |
| • Streamlining with SMED  | X                        | X                     | X                           | X                                       | X                                |
| • Supply and Demand Forecasting <ul style="list-style-type: none"> <li>• Are we pushing or being pulled in the transaction journey</li> <li>• Setting up the poka yokes</li> <li>• What is our cost to carry?</li> <li>• Being prepared to run the production race</li> </ul> | X                        | X                     | X                           | X                                       | X                                |
| • Financial Measures <ul style="list-style-type: none"> <li>• Understanding the Customer ROI</li> <li>• Know the Cost of Quality and Prevention</li> <li>• Managing the Operating/ Project Cost Analysis</li> </ul>   | X                        | X                     | X                           | X                                       | X                                |
| • Tracking the 7 Measures of Performance  | X                        | X                     | X                           | X                                       | X                                |
| • Comprehending the “speak” of our Environment  | X                        | X                     | X                           | X                                       | X                                |
| • Negotiating Your Winning Message <ul style="list-style-type: none"> <li>• Know the “Cast of Characters”</li> <li>• Crafting the winning message</li> </ul>  | X                        | X                     | X                           | X                                       | X                                |

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|--|--------------------------|-----------------------|-----------------------------|---|----------------------------------|
| <b><i>Communication Skills</i></b>                           |                          |                       |                             |   |                                  |
| Crafting a Winning Message                                   | X                        | X                     | X                           | X                                       | X                                |
| Communication Plans  | X                        | X                     | X                           | X                                       | X                                |
| Crisis Management Strategies                                 | X                        | X                     | X                           | X                                       | X                                |
| Effective Written and Verbal Communication                   | X                        | X                     | X                           | X                                       | X                                |
| Presentation Skills  | X                        | X                     | X                           | X                                       | X                                |
| Negotiating Skills   | X                        | X                     | X                           | X                                       | X                                |
| <b><i>Marketing Essentials</i></b>                           |                          |                       |                             |   |                                  |
| Branding Techniques  | X                        | X                     | X                           | X                                       |                                  |
| Marketing with a Cause                                       | X                        | X                     | X                           | X                                       |                                  |
| Zero Budget Marketing  | X                        | X                     | X                           | X                                       |                                  |
| Creating the 30 second Pitch                                 | X                        | X                     | X                           | X                                       |                                  |
| Strategic Partnerships: Expanding Your Distribution Channels | X                        | X                     | X                           | X                                       |                                  |
| <b><i>Development and Support</i></b>                        |                          |                       |                             |   |                                  |
| Curriculum Design  |                          |                       |                             |   |                                  |
| Case Study Customization                                     |                          |                       |                             |   |                                  |
| E-Learning Platforms (blended, self-study)                   |                          |                       |                             |   |                                  |
| Presentation Development                                     |                          |                       |                             |   |                                  |
| Concierge Sessions   |                          |                       |                             |   |                                  |
| Train the Trainer  |                          |                       |                             |   |                                  |



We love to work with our clients in building your capability and capacity. **DiSC** has been an integral part of this Development Game. It has assisted us in bringing about healthier and more cohesive work environments, empowered leaders, and better dynamics within organization and project teams. These tools have raised the ins

Our offerings using DiSC Assessments have been **IMPACTFUL when we are...**

- Coaching (Professional Development, Conflict Resolution, Corrective Action)
- Online
- Workshops
- Managing/Coaching Project Teams
- Workshops
- Webinars

*Transformation Topics include...*

Leadership Development,  
Train the Trainer,  
Management and Supervisory Roles,  
Sales and Marketing,  
363 Degrees Coaching,  
Customer Services, Stress Management,  
Diversity and Inclusion,  
Effective Listening,  
Team Dynamics,  
Time Management,  
Managing Expectations,  
Stress Management  
Conflict Resolution  
Customer Service  
Career Development



## Other Offerings and Excursions

On occasion there will be a need to facilitate a one on one session. Our subject matter experts stand by able to coach our candidates through anything that applies to attaining their personal and professional goals, conflict resolution and strategic positioning.

The length of coaching sessions are contingent upon the budgetary constraints and the case requirements outlined in the developmental needs assessment. All scheduling is negotiated and mutually agreed upon by Client and Consultants. Sessions conducted may be facilitated virtually or in person as deemed appropriate.

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- Professional and Executive Coaching
  - Professional Mediation Services
- 



## “We are the Organizers of Your Business Puzzle”

~Gail P. Birks, President



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