

TRAINING

**HIGH QUALITY TRAINING
FOR YOUR ENTIRE ORGANIZATION**

**BUSINESS AGILITY
ENABLED BY THE KANBAN METHOD**

TEAM MEMBERS

You'll be surprised how much hidden work your team has!

Team Kanban unhides it, gets it organized, and helps your team get it finished with quality and pride of workmanship.

MANAGERS

Learn the Kanban Method and the concepts of flow, pull, and collaborative improvement.

Learn how to improve agility by managing commitment and feedback loops.

EXECUTIVES

Delivery of strategic goals depends on fast coordination across your enterprise.

Combining visibility, focus, and data-driven decisions, learn a complete management system that takes business agility to another level.



**ACCREDITED BY
LEAN KANBAN UNIVERSITY**

SquirrelNorth is Canada's largest team of Kanban experts and trainers.

FOR MORE INFORMATION AND OUR PUBLIC CLASS SCHEDULE: squirrelnorth.com/services
TO LEARN MORE OR TO SCHEDULE A PRIVATE CLASS: info@squirrelnorth.com



TRAINING FOR TEAM MEMBERS

*"How can we
improve
collaboration?"*

*"How can we see what
we are working on?"*

*"How can we limit the
amount of multi tasking?"*

TEAM AGILITY ENABLED BY THE KANBAN METHOD

TEAM KANBAN PRACTITIONER

You'll be surprised how much hidden work your team has! Team Kanban unhides it, gets it organized, relieves people from overburdening, and helps your team get it finished with quality and pride of workmanship. The 1-day Team Kanban Practitioner (TKP) class teaches you that.

What Will You Learn?

- Basic Kanban concepts: visual board, work-in-process (WIP), team metrics
- Kanban's core practices
- How to improve transparency, collaboration, and balance
- Key Team Kanban board design patterns and how to choose the right one for your team
- How to apply WIP limits and deal with work of varying urgency
- How to conduct Kanban-style standup meetings
- How to effectively commit to new work
- What your company may need to do beyond Team-level Kanban

We teach the class with many interactive exercises, games, and simulations. We design actual Team Kanban boards in the class. You can take these designs to your office after the class.

Individuals who complete this course are awarded the Team Kanban Practitioner (TKP) credential by Lean Kanban University.



Learn more here: squirrelnorth.com/team-kanban-practitioner



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TRAINING FOR MANAGERS, COACHES & TEAMS

"What should I be measuring?"

"How can I make better predictions?"

"How can I measure my Agility?"

"How productive are my teams?"

AGILE METRICS

AGILE METRICS

If you are in a position to seek improvements in a complex environment, it becomes crucial to apply effective measurement. You measure to be able to understand the impacts of your changes and continue to effectively adapt.

What Will You Learn?

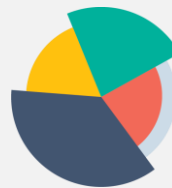
- How to quickly identify metrics into categories and how they affect your product, service or business
- Become literate with commonly captured metrics
- Learn how to capture the data, make sense of the metric and understand its appropriateness
- Forecasting approaches. When and how your data can be used for predictions.

This 1-day class consists of a variety of reviewed concepts and interactive exercises.

Learn more and register here:
squirrelnorth.com/agilemetrics

LEARNING MODULES

Metric Categories



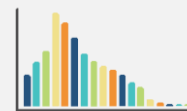
How to Measure



Understand and Take Action



Probabilistic Forecasting



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TRAINING FOR MANAGEMENT

"How do I deal with delays?"

*"I need to improve my relationship
with my customers!"*

*"How can I organize
for Agility?"*

*"I want to be able to
predictably meet my
commitments"*

PRODUCT & SERVICE AGILITY ENABLED BY THE KANBAN METHOD

KANBAN SYSTEMS DESIGN (KMP I)

Learn the Kanban Method and the concepts of flow, pull, and collaborative improvement. The class includes a Kanban simulation as well as interactive exercises to design an actual Kanban system.

What Will You Learn?

- Understanding the Kanban method, principles, and practices
- Apply Systems Thinking to design and introduce a tailored Kanban system in your unique work environment
- Design a Kanban system to improve customer-focused service delivery to make a difference in your business

This 2-day class consists of a variety of reviewed concepts, interactive exercises, and simulations.

Learn more here: squirrelnorth.com/kmp-i

KANBAN MANAGEMENT PROFESSIONAL (KMP II)

Kanban Management Professional (KMP II) is a 2-day training class intended to build on the experiences encountered after taking KMP I.

In this class, you learn how to use the full Kanban method beyond designing and introducing Kanban systems, how to get to pull at the enterprise scale, how to implement organizational feedback loops with Kanban cadences, and various practical approaches to improvement.

Individuals who complete KMP I & KMP II are awarded the **Kanban Management Professional (KMP)** credential by Lean Kanban University.

Learn more here: squirrelnorth.com/kmp-ii



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TRAINING FOR EXECUTIVES

"I need to align the whole organization around our strategy?"

"How does my business navigate an increasingly volatile market?"

"I want this company to be built to last."

"How can our services better sense and respond to market changes?"

BUSINESS AGILITY ENABLED BY THE KANBAN METHOD

ENTERPRISE SERVICES PLANNING

Enterprise Services Planning (ESP) is a set of tools that leaders of 21st Century knowledge-work enterprises can apply to their strategic and capacity planning. ESP is often described as the equivalent of MRP for a professional services business. These type of businesses perform largely invisible work, and deliver mostly intangible products and services to customers.

With increased exposure to VUCA (the conditions of volatility, uncertainty, complexity and ambiguity) it is often futile, under such condition, to plan specific results, deliverables, and milestones. The VUCA reality quickly tosses such plans out the window.

Does this sound like your enterprise? ESP can help! What you can do is: plan the capacity of your services to sense, respond, and deliver the right levels of service that meet your customers' purpose. You can plan the mechanisms of feedback to keep your network of services balanced and capable to execute your strategy. You can plan to avoid risks your enterprise can't take and to manage the risks it chooses to take. That's what we mean by "planning".

This course is divided into 5 one day modules configured into 3 tracks:

- Executive Track – 2 Days
- Product Manager Track – 3.5 Days
- Expert Track – 5 Days



Learn more here:
squirrelnorth.com/esp



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