

# 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.

## COACHES & CHANGE AGENTS

For the first time, the 3-day Kanban Maturity Model (KMM) and 2-day Kanban Coaching Professional (KCP) classes combine a powerful set of methods and tools to effectively lead change for your organization. KMPs who successfully complete both of the classes will be awarded the Kanban Coaching Professional designation backed by Kanban University.



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

FOR MORE INFORMATION AND OUR PUBLIC CLASS SCHEDULE: [squirrelnorth.com/services](https://squirrelnorth.com/services)  
TO LEARN MORE OR TO SCHEDULE A PRIVATE CLASS: [info@squirrelnorth.com](mailto: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](https://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](https://squirrelnorth.com/agilemetrics)

### LEARNING MODULES

#### Metric Categories



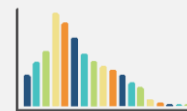
#### How to Measure



#### 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](http://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](http://squirrelnorth.com/kmp-ii)



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# TRAINING FOR COACHES & CHANGE AGENTS

*"How do I know which Kanban practices to introduce and when?"*

*"I need to avoid resistance to change!"*

*"How do we align on what needs to change?"*

*"I want to be able to guide my organization's evolution"*

## GIVING EFFECTIVE, CONTEXT APPROPRIATE ADVICE

### KANBAN MATURITY MODEL (KMM)

The Kanban Maturity Model codifies more than 10 years of experience implementing Kanban across diverse industries, in businesses small to extremely large. It plays an important role in creating unity, alignment, a sense of purpose and good governance. Use it to gain a better sense of achievement, provide better products and services, delight your customers, and realize superior business results.

The Kanban Maturity Model maps typical Kanban practices as well as cultural values against 7 organizational maturity levels. This becomes a powerful tool for coaches and consultants leading Kanban initiatives and helping businesses improve their agility. KMM provides a proven road-map of guidance on recommended practices to meet improvement goals. This road-map helps eliminate two common failure modes in Kanban and Agile implementations: overreaching causing an aborted start; and false summit plateaus that fail to realize full benefit.

Learn more here: [squirrelnorth.com/kmm-kcp](http://squirrelnorth.com/kmm-kcp)

### KANBAN COACHING PROFESSIONAL (KCP)

This course will teach coaching tools and techniques to be successful leading significant evolutionary change initiatives with a goal of achieving Maturity Level 2 or Maturity Level 3 at an enterprise scale.

This 2-day class, intended for coaches and consultants, offers a codified Kanban Method approach to introducing and implementing change and is specifically designed to augment the 3-day Kanban Maturity Model class.



*Individuals who are KMPs, complete KMM and KCP are awarded the Kanban Coaching Professional (KCP) credential by Kanban University.*



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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](http://squirrelnorth.com/esp)



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