



Ala Carte Curriculum Prospectus



Lean Excursions for
Success and Sustainability



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



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	55.00-10,500.00 per person	unlimited
Blended Courses	Request a quote	Groups max 25 per course
Concierge Sessions	Request a quote	One on one

Education Excellence Academies

Through our training division, The Breakthru Institute, we have several academies that allow us to do a gradual “feed” to our target clients.

Whether you are an entrepreneur, in leadership, improving performance or processes, building strategies, or your own capacity through a train the trainer, we have an Academy for your needs.

Academy sub-topics can also be facilitated independently. Registration for these academies are priced per participant. ***Request a Quote.***

Detailed prospectus are available on our website on our Training and Online Services page.

- **Academy for Process Improvement (Six Sigma) – all levels**
- Academy for Leadership and Managerial Excellence
- Academy for Diversity and Inclusion
- Academy for Entrepreneurial Excellence
- Academy for Strategic Implementation Planning
- Practitioners’ Academy of Excellence
- Lean Project Management Academy
- Executive and Professional Development (Coaching) with DiSC
- Board Governance and Risk Management

CMA/TBI Excursions	General Workforce	Newbie Leaders	Frontline Leadership	Divisional & C Suite Leaders	Executive and Board Level
<i>Organization Development</i>					
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	
<i>Leadership</i>					
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

CMA/TBI Excursions	General Workforce	Newbie Leaders	Frontline Leadership	Divisional & C Suite Leaders	Executive and Board Level
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
Process Improvement					
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

CMA/TBI Excursions	General Workforce	Newbie Leaders	Frontline Leadership	Divisional & C Suite Leaders	Executive and Board Level
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		
Project Management					
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		

CMA/TBI Excursions	General Workforce	Newbie Leaders	Frontline Leadership	Divisional & C Suite Leaders	Executive and Board Level
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	
Performance Improvement					
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	
HR Management and Compliance					
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	

CMA/TBI Excursions	General Workforce	Newbie Leaders	Frontline Leadership	Divisional & C Suite Leaders	Executive and Board Level
<i>Board Governance</i>					
Board Strategic Planning and Oversight					X
The Steering Committee Process					X
Monitoring Organization Transformation					X
<i>Mentoring and Coaching</i>					
Corrective Action		X	X	X	
Professional Development		X	X	X	
Strategy and Brainstorming: A collaboration for success		X	X	X	
Managing Your DiSC		X	X	X	
<i>Team Building</i>					
Managing Team Dynamics		X	X	X	
High Performance Teams: Creating the “right fit”		X	X	X	X
Team Dimensions (DiSC)		X	X	X	
Creating a Team Charter		X	X	X	
Knowing the “Cast of Characters” on your Team	X	X	X	X	
Team SWOTT/ PEST	X	X	X	X	
Team Building: Collaborating for Success	X	X	X	X	

CMA/TBI Excursions	General Workforce	Newbie Leaders	Frontline Leadership	Divisional & C Suite Leaders	Executive and Board Level
<i>Time Management</i>					
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		
<i>Customer Relations</i>					
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
<i>Financial Measurement</i>					
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	
<i>Entrepreneurship Development</i>					
<i>New and Emerging Entrepreneurs Academy</i>	x				
• Understanding the realities of being your own boss... The Other Side of Business	x				x

CMA/TBI Excursions	General Workforce	Newbie Leaders	Frontline Leadership	Divisional & C Suite Leaders	Executive and Board Level
• Creating your Roadmap (Business Plan)	X	X	X	X	X
• Financial Management <ul style="list-style-type: none"> • Personal • Business 	X	X	X	X	X
• Business Contracts and Agreements... 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

CMA/TBI Excursions	General Workforce	Newbie Leaders	Frontline Leadership	Divisional & C Suite Leaders	Executive and Board Level
• Creating your visual factories	X	X	X	X	X
• CMMI Models <ul style="list-style-type: none"> • Maturity Level Matrices 	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"> • Are we pushing or being pulled in the transaction journey • Setting up the poka yokes • What is our cost to carry? • Being prepared to run the production race 	X	X	X	X	X
• Financial Measures <ul style="list-style-type: none"> • Understanding the Customer ROI • Know the Cost of Quality and Prevention • Managing the Operating/ Project Cost Analysis 	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"> • Know the “Cast of Characters” • Crafting the winning message 	X	X	X	X	X

CMA/TBI Excursions	General Workforce	Newbie Leaders	Frontline Leadership	Divisional & C Suite Leaders	Executive and Board Level
<i>Communication Skills</i>					
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
<i>Marketing Essentials</i>					
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	
<i>Development and Support</i>					
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
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“We are the Organizers of Your Business Puzzle”

~Gail P. Birks, President



207 Laurel Oak Lane, Suite B
Davie, Florida 33325

Office: 954-476-3525
Fax: 954-370-0803
cma@cma-ent.com
www.cma-ent.com