Certified Stable Master Chief - CSMC
Stable Institute Certification Workshop
Instructor: V. Lee Henson CST

CSMC — STABLE INSTITUTE™ CERTIFIED

About the CSMC Workshop

A Stable Master Chief is the senior person responsible for Operational Excellence within the group. They are tasked with creating a quality environment, and helping Process Owners succeed within it. Leadership training is critical to succeeding as a CSMC.

We dig deep in class and help people solve pressing problems and issues they are facing. 2) If your only goal for taking the class is to pass the test, this class is not for you. While my class average test score sits near the very top of all trainers, this is not our primary goal. 3) Stable is not all about software anymore, nor is it an all or nothing prospect.

Class Logistics:

- Eligibility To Take The CSSM Exam
- 2-Day Online or In-Person Workshop
- Class Eligible For 16 PDU's or SEU's
- Two Year Stable Institute Membership
- Reference Workbook Included

Are you ready to book this as a private course for your group?

Contact us today to schedule training and coaching!

Time	Agenda Item	Details
8:30 - 9:00 AM	Welcome & Agenda	• Meet Your Insructor • Meet Your Team • Course Agenda & Goals
9:00 - 10:00 AM	Stable Framework Review	• Operational Excellence • Customer Facing Excellence • Business Process Excellence
10:15-12:00 AM	The Role of a Master Chief	• Environment Setup & Support • Individual & Team Support • Individual & Team Accountability • Corporate Liaison
12:00 - 1:00 AM	Day 1 - Lunch	
1:00 - 2:00 PM	Quiality Planning	• Stable Maturity Model • Create Various Assets • Discuss Barriers to Adoption
2:00 - 3:15 PM	Leadership	• Organizational Leadership • 6 Forms of Influence • Leadership vs. Management
3:15 - 4:30 PM	The Stable Framework Leadership Model	• Leadershp • Followership • Theories of Motivation • 3 Keys to Leadership Success
4:30 - 5:00 PM	Day 1 Close & Homework	• Review • Share Takeaways • Homework & Dismissal
	Day 2	
8:30 - 10:00 AM	How to Succeed in Business	• The 6 Leadership Functions • Critical Success Factors • Watching out for Imbalances.... • S.T.O.P. Meetings
10:00 - 10:15 AM	Day 2 - Morning Break	
10:15 - 12:00 PM	Personal Development	• You are Unique! • Creating a Vision Board • Mentoring Groups • Your Circle of Friends
12:00 - 1:00 AM	Day 2 - Lunch	
1:00 - 4:30 PM	Leading Up, Across & Down	• Empowering Your Boss • D.I.S.C. Personality Profiles • The Art of Debate • Group-based Problem Solving
4:30 - 5:00 PM	Course Closure	• Reading List, Final Thoughts

The Stable Framework™
www.StableFramework.org

The Stable Institute™
OPERATIONAL EXCELLENCE

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