

John Canfield

Topics: Planning,
Improvement Strategies,
and Innovation



Master Trainer

John Canfield is an expert in developing high performance teams and organizations.

As an independent corporate trainer and meeting facilitator, John has prepared and presented more than 20 original seminars in the areas of planning, improvement strategies, and innovation to 120+ clients in North America, the Caribbean, Europe, and Asia.

John's approach has been developed from many years of client experience:

Improved Business Performance

↑ Implementation Skills

Improving thinking skills is the key driver to improving business performance.

Improved Decisions, Behaviors

↑ Decision Making and Communication Skills

Thinking and intelligence are different. Intelligence is innate capability, and thinking is how you use it. As a skill it is improvable.

Improved Insights and Ideas

↑ Idea Generating Skills

What differentiates great and not-so-great companies is how they think, and how they help all their employees learn to think more effectively.

Improved Thinking

If I really want to improve my performance, my best question is "What's the best way to think about it."

Topic Summaries: The topics listed below are all about thinking, and learning to think more effectively and creatively, to solve problems, create new alternatives, and improve a company's performance.

■ Core Topic: Collaboration Skills - Resolving Conflict/Resolving Options:

Collaboration can be so much more than just assembling as a team to do work together. Done poorly, the results are half-baked ideas sort-of supported by some of the team's members. Done well, the results are decisions better than anyone expected supported enthusiastically by all of a team's members. Better decisions combined with better support deliver better business results.

Speed bumps and road blocks: The vast majority of improvement team work, and business in general, is conducted in meetings with a wide variety of team members, personalities, and opinions. These meetings can include two people or many people. All too often these meetings are either slowed or derailed by what many call conflict.

Learning to think about and treat conflict as merely the discovery of a different point of view helps teams move past unnecessary personal and political noise and focus on the opportunity of having many options to choose from. This hands-on interactive seminar will help you develop approaches, skills, and confidence that allow you to move past unproductive conflict and work more effectively to identify, consider, and select a best alternative from a wide array of options.



Idea Generating and Decision Making Skills

	<i>Tactical</i>	<i>Strategic</i>
<i>Improve (Convergent)</i>	Process Improvement Skills	Strategic Planning
	Collaboration Skills	
<i>Innovate (Divergent)</i>	Creative Thinking Skills	Scenario Planning

- **Process Improvement:** Learn to identify and replace sources of waste with new value-added steps.
- **Creative Thinking Skills:** Learn to generate new ideas when you thought you couldn't think of any more.
- **Strategic Planning:** Create an operational planning document that guides company leaders and employees.
- **Scenario Planning – Consider Alternative Futures:** Learn to think about the future in a very productive way.

See introductory videos to all these titles at www.youtube.com/canfieldgoodthinking

Decision Making and Implementing Skills

	<i>Current Projects</i>	<i>New Projects</i>
<i>One Project</i>	Project Management	Leading Change
	Collaboration Skills	
<i>Multiple Projects</i>	Leading Teams	Leading an Innovative Organization

- **Project Management:** Implement changes on an ongoing basis with teams who plan, manage, budget, track, and successfully complete company projects.
- **Leading Teams:** Initiate and support your organization's improvement teams.
- **Leading Change:** Learn new techniques to help you learn about and practice more effective ways to think about, and decide about, change and improvements
- **Leading an Innovative Organization:** Help for senior leaders who are or will be leading an organization that embraces innovation.

Delivery Options include keynote speeches, customized seminars, and facilitated meetings.

Clients Include

AT&T
 Avery Dennison
 Bissell
 Borg Warner Automotive
 Borroughs Corporation
 Cascade Engineering
 Citibank
 Daimler Chrysler
 Deloitte & Touché

Detroit Edison Credit
 Dow
 GE Capital Services
 General Motors
 Herman Miller
 Intel
 M&M Mars
 Macatawa Bank
 Magna Donnelly

Mellon Financial Services
 Merck
 Newsday
 PriceWaterhouseCoopers
 Prudential
 Steelcase
 Underwriters Lab
 Warner Norcross & Judd
 Western Union



Clients Comments

- **Deloitte & Touché – Senior Manager:** John is easily the best speaker I have had at D&T. He is very well prepared and able to kick start a discussion even when the class's energy seems low. He is filled with numerous examples from which to illustrate his point. He should be used as much as possible.
- **Forum Corporation at Mellon Financial – Vice President:** John was a very effective speaker with an astute sense of timing. He had a hands-on approach to learning and linked concepts to experience by using perceptive and concrete examples. He was well organized and creative. His energy and humor are very contagious. He's great to be around. My overall assessment is that John is among the best of our contract consultants.
- **Herman Miller, Inc. - VP of Human Resources Consulting:** John Canfield is more than anything else... a business partner. As his client, I appreciate that John consistently challenges complacency and routine pedestrian thinking. He draws from his considerable knowledge and experience base to help me clearly define my desired outcomes and objectives, and he employees a broad array of skills and tools to assist our team in surpassing our goals. He's creative, he's pragmatic, and he holds me accountable. In short, he makes sure that I get my money's worth from our client/consultant relationship. John Canfield makes for a great business partner!
- **Marcus Evans - International Training Provider - Senior Manager (Singapore, Malaysia, Indonesia, Philippines):** John has deep knowledge about the subjects he teaches and facilitates his knowledge in a very organized way. His sense of humor and general friendliness makes it a pleasure to work with him. He created a nice atmosphere in the training room and kept everybody on his/her toes. John is highly professional in connecting with a group, explaining effectively the essence of a theory and uses various interventions to illustrate the practical side of things. He is a pleasant man to work with!
- **Mellon Financial Services - V.P. Employee Training and Development:** John is the epitome of a facilitator. I am continuously impressed by John's abilities to gather divergent pieces of information from the group and synthesize all of it into action plans or planned for results that could be achieved by any layer of the corporation. He always makes all participants comfortable and at ease in dealing with issues that may be controversial and/or require a new degree of flexibility on their part.
- **SAF - Holland Group - President - Powered Vehicle Systems:** John Canfield has been a valued contributor for the Holland Group for over 10 years. His contribution to the Holland Group team has been immeasurable but is highlighted by the comments Holland Group employees who have participated in his training sessions. In all the sessions completed by John for Holland employees he has always rated at the top of the scale for presentation, content, and value to the employee. John Canfield would be a positive addition to any company's efforts in improving the effectiveness of their employees.
- **Toyota - V.P. Manufacturing:** John is one of the most innovative and knowledgeable individuals I have ever worked with as an overall team development and "thinking out of the box" leader. He has developed and fully understands numerous tools of problem solving and creative thinking which can bring new leadership development to your team.



Expertise and Experience

- John Canfield is an experienced business executive and coach who has been trained to facilitate a wide variety of planning, improvement, and innovation processes.
- John has many years of experience working and consulting in a wide variety of organizations around the world. John has developed 20+ original seminars and presented more than 1000 seminars and facilitated meetings to 120+ clients in North America, the Caribbean, Europe, and Asia.
- John is an avid student and has attended training with Santa Clara University, Tulane University, Advanced Practical Thinking (trainer for Edward de Bono's Six Thinking Hats and Lateral Thinking), The American Supplier Institute (QFD, DOE), W. Edwards Deming, Designed Learning (Consulting Skills), Eureka Ranch (creativity), GOAL/QPC (Hoshin Planning), Global Business Network (Scenario Planning Facilitator), Innovation Associates (Leadership & Mastery), Lean Enterprise Institute (Lean Thinking, Leading Lean Thinking), Sandra Janoff and Marvin Weisbord (Future Search) and Juran Quality Institute (Management of Quality).
- John is an instructor and consultant for Advanced Practical Thinking Training, The American Management Association, The Canadian Management Center, The American Supplier Institute, The Forum Corporation, General Electric Financial Services (Six Sigma Black Belt instructor), GOAL/QPC (Creative Thinking Skills), International Quality and Productivity Center (Collaboration Skills) Leadership Strategies (Core Facilitator), Lean Enterprise Institute (leading Lean and Six Sigma improvement teams), Grand Rapids' Right Place Program, Marcus Evans, Outward Bound's Professional Development Program, the Singapore Institute of Management.
- With thirty years of individual and organization development leadership experience in both the people and equipment sides of processes, John has an extensive background in working with all levels of employees in many types of organizations.
- John has earned a B.S. in Mechanical & Industrial Engineering from the University of Minnesota and a B.A. in Political Science and Psychology from Williams College.
- Prior to 1990 John was a Senior Engineering Manager for Intel Corporation and later Director of Corporate Quality and Design Research for Herman Miller.
- John is also a former student and later instructor of Outward Bound, Outward Bound's Professional Development Program, and the National Outdoor Leadership School; Texas, Colorado, Minnesota, Maine, Wyoming, and Kenya.

To learn more about John please visit:

Website: www.johncanfield.com

Article Series: www.mibiz.com/goodthinking.asp

Videos: www.youtube.com/canfieldgoodthinking

LinkedIn: www.linkedin.com/in/johncanfield

