

Seven Agreements – Summary



Cultivate Growth mindset



Stay connected off-class (Moodle)



Disconnect to connect



Report Professionally



Give and receive effective feedback



Connect and bond with your team, coaches, class



Present Professionally

Agreement #1 – Cultivate Growth Mindset



We are here to learn, embrace setbacks, and mistakes

Agreement #2 – Disconnect to connect



Turn off your phone
Or put it on silent mode



Penalty

Agreement #3 – Connect & Bond with Class



Listen twice
and speak once



Effective Communication
4-sentence rule



Question?
Raise your hand

Agreement #4 – Stay Connected/Communicate via Moodle

Continuous improvement of
manufacturing systems



Dashboard › My courses › ME-498



CIP25



Hand-outs



Plans



Data



Slides



Videos, ...

Agreement #5 – Report Professionally



Executive summary/abstract
Conclusion



Problem/Analysis/Outcome



Citation and referencing

Agreement #6 – Present Professionally



Structured, short,
concise, to the point



Visualize
Problem/Analysis/Outcome



Respect allocated time

Agreement #7 – Giving and Receive Effective Feedback



Feedback is a gift



Feedback/comments are
always welcome

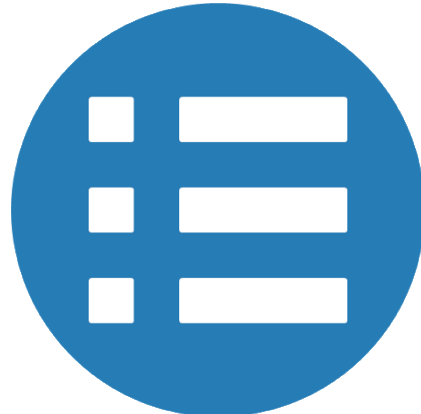
Giving Effective Feedback



Respectful

Ask for permission

May I share my observation



Fact-based

Share facts/ your feelings

What I observed/felt is that ...



Constructive

Stay focused on growth

What I suggest is that ...



Concise

Be to-the-point and short

Max three key points



Open

Be open to any reaction

I respect your feeling ...

Receiving Effective Feedback



Receive the gift

Be open and receptive

I appreciate your feedback



Listen

Listen to listen!

The goal is to listen not to answer, no interruption (zip it)



Understand

Focus on THE message

The goal is to understand, ask questions, clarify, repeat key points, ...



Decide

You always have a choice

Thank you, I have never seen it this way
OR
Thank you, let me reflect and get back to you?



Follow up

Reach a common understanding

There are many ways to follow up: revise the work, set up a meeting, ...