

13 WEEK LEAN LEADER
DEVELOPMENT
COURSE

WEEK 2

Communication & Observation

- **Types of Communication**
- **Cultural Differences**
- **Structure is Important**
- **Difficult Conversations**
- **Observation Methods**

TOPIC 1: TYPES OF COMMUNICATION

Notes:

SUMMARY

TOPIC 2: CULTURAL DIFFERENCES

Notes:

SUMMARY

TOPIC 3: STRUCTURE IS IMPORTANT

Notes:

SUMMARY

TOPIC 4: DIFFICULT CONVERSATIONS

Notes:

SUMMARY

TOPIC 5: OBSERVATION METHODS

Notes:

SUMMARY