

# TRUTH TRUST & TONS

## Haulage & Loading 2013

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[MiningOpportunity.com](http://MiningOpportunity.com)

[TheChangeRevelation.com](http://TheChangeRevelation.com)



**OPPORTUNITY: The Infinite Element in Business Success**



# **THE FINAL FRONTIER OF CHANGE**



The CHANGE REVELATION™

The World's First "HAZARD TRAINING FOR CHANGE"

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# TRUTH TRUST & TONS

***TRUTH builds TRUST.***

***TRUST builds strong TEAMS.***

***Strong TEAMS produce more TONS.***



TRUTH → TRUST → TEAMS → TONS



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CULTURE NOT EQUIPMENT

A yellow square containing a black radiation symbol (three leaf-like shapes meeting at a central point). The word 'REACTIVE' is written in large, bold, red capital letters across the center of the symbol.

**REACTIVE**

**CULTURE**

How People Interact  
With Equipment and Each Other.

What People Are **Thinking** As They Interact  
With Equipment and Each other.



**SUPERINTENDENTS WON'T COLLABORATE  
SUPERVISORS ARE INCONSISTENT WITH CREWS  
SUPPORT DEPARTMENTS DON'T SUPPORT PRODUCTION  
PEOPLE ARE AFRAID TO TALK ABOUT PROBLEMS**

**IT'S JUST  
THE WAY IT IS HERE!  
OR  
WE NEED TO CHANGE!**

# THE TRADITIONAL APPROACH TO CHANGE



**IMPROVE**  
**Productivity**  
**and Cost**

**MODIFY**  
**Communications**  
**& Follow-Through**

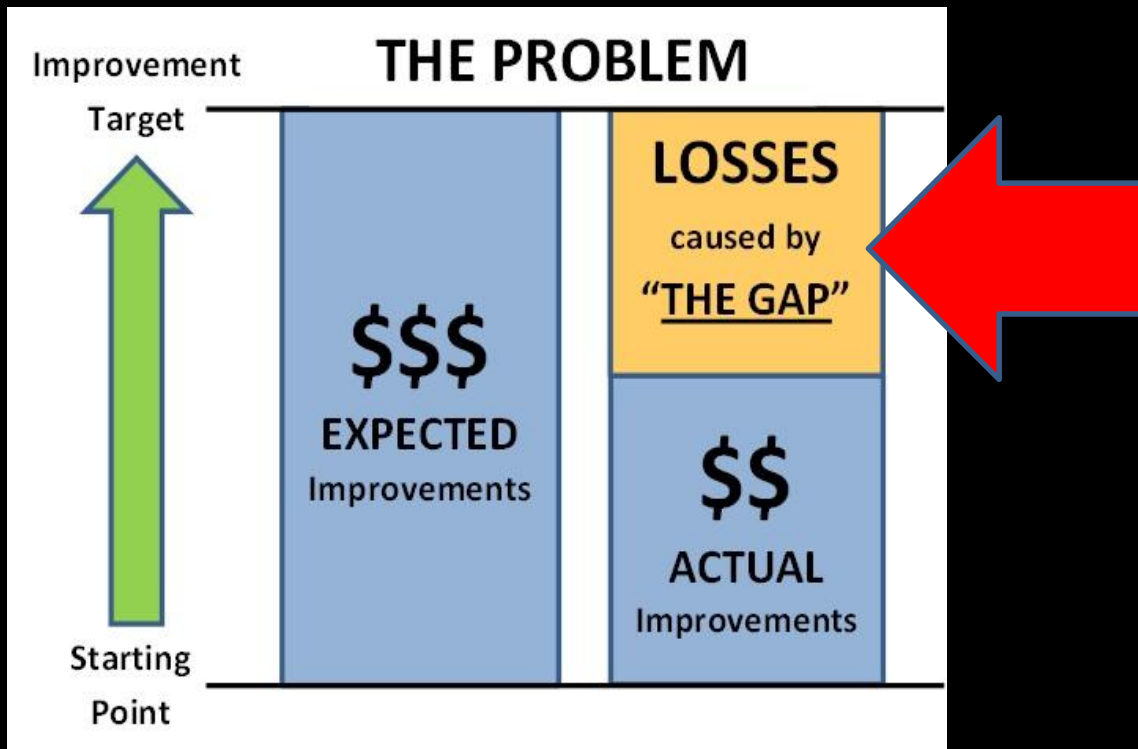
**EXPECT**  
**More Profit,**  
**Less Problems**

**YOU PROMISED BENEFITS.**

**YOUR CREDIBILITY IS ON THE LINE.**



# OPPORTUNITIES NOT CAPTURED!



# CHANGE NOT SUSTAINED!



# CONFLICT & CONFUSION

Workforce

Management

# MISTRUST

**WE STILL NEED TO CHANGE!**



**The Problem  
is NOT  
Ignorance...**

**It's Pre-Conceived Ideas!**



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**100**

**YEARS OF  
PROCESS FOCUS**

For 100 years,

- **We have started change with Process.**
- **We have promised changes that did not happen.**
- **We believed that management's role IS NOT where a major effort in change is needed.**

# WHAT IF...

## CHANGE IS HARD

because we have been starting in the

## WRONG PLACE?



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# **THE FINAL FRONTIER:**

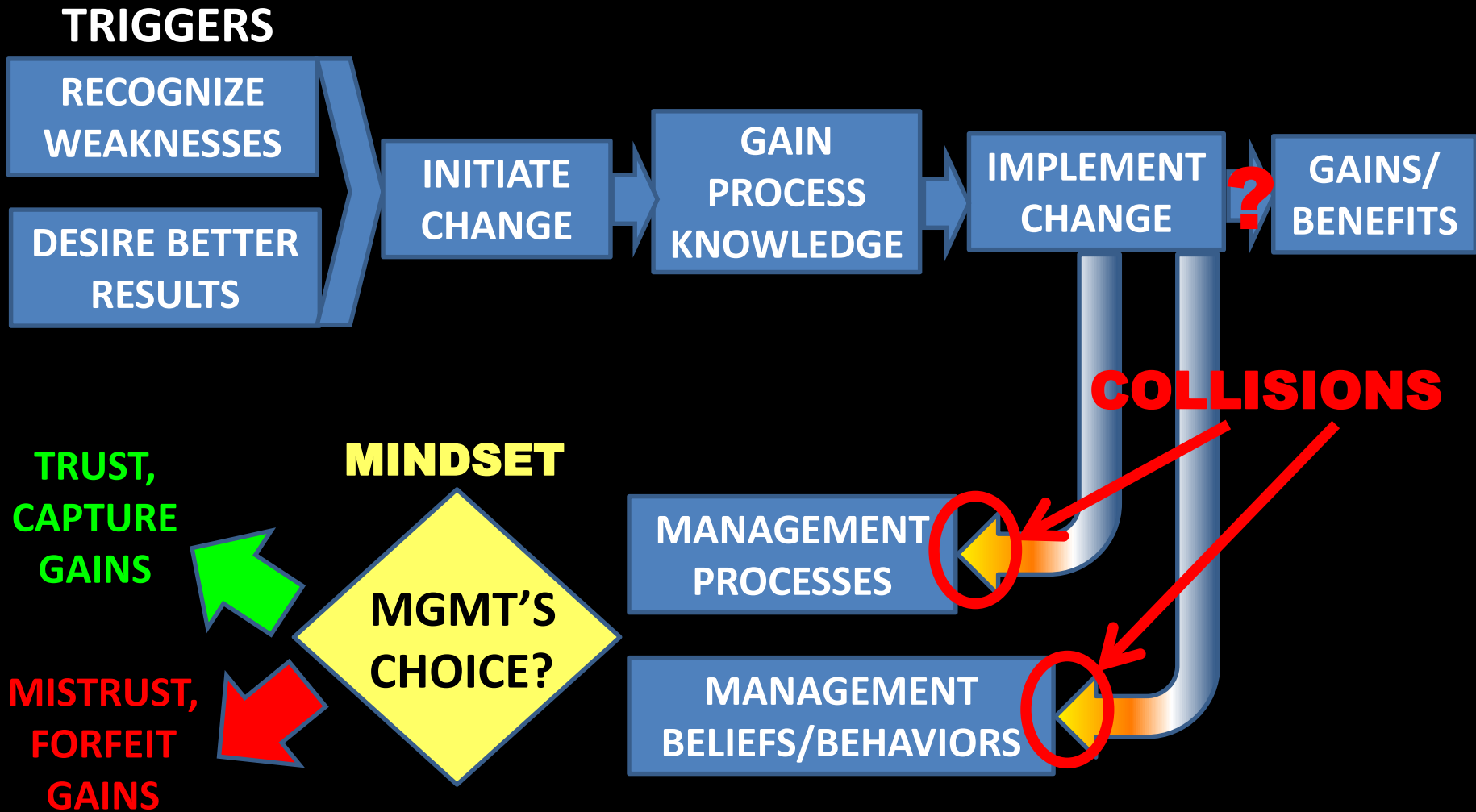
# **MANAGEMENT'S OPPORTUNITY**

# **FOR CHANGE**

# COLLISIONS

- **CREATE**      **Hidden Barriers to Change**
- **STEAL**      **Millions of Dollars in Improvement Gains**
- **AFFECT**      **Project Timelines, Contingencies & ROI**
- **PROMOTE**      **Mistrust Throughout the Organization**
- **HURT**      **Management Credibility**

# THE CHANGE PROCESS: 30,000 FT. VIEW



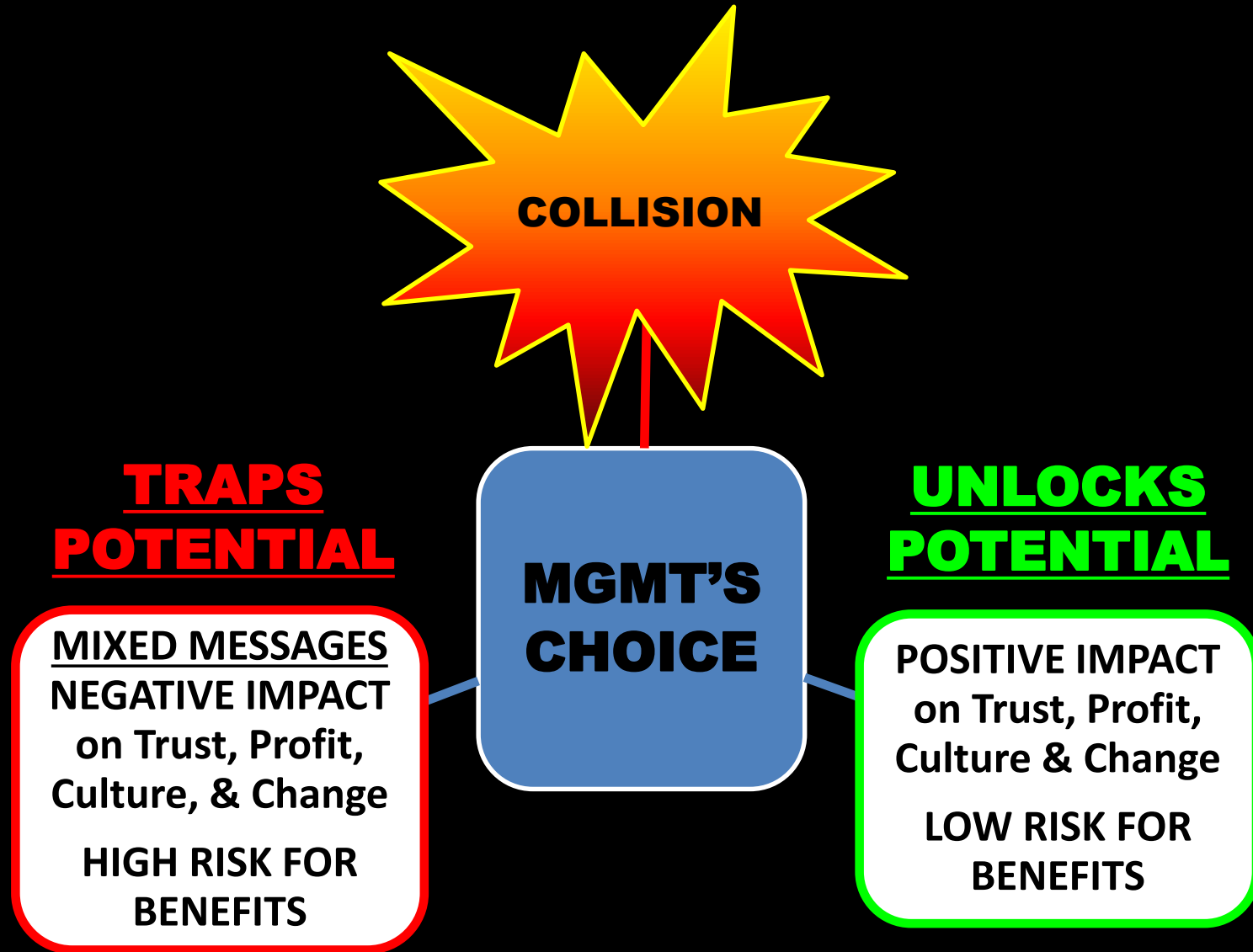




**WHAT HAPPENS NEXT  
CAN CHANGE EVERYTHING!**



# MANAGEMENT'S MINDSET





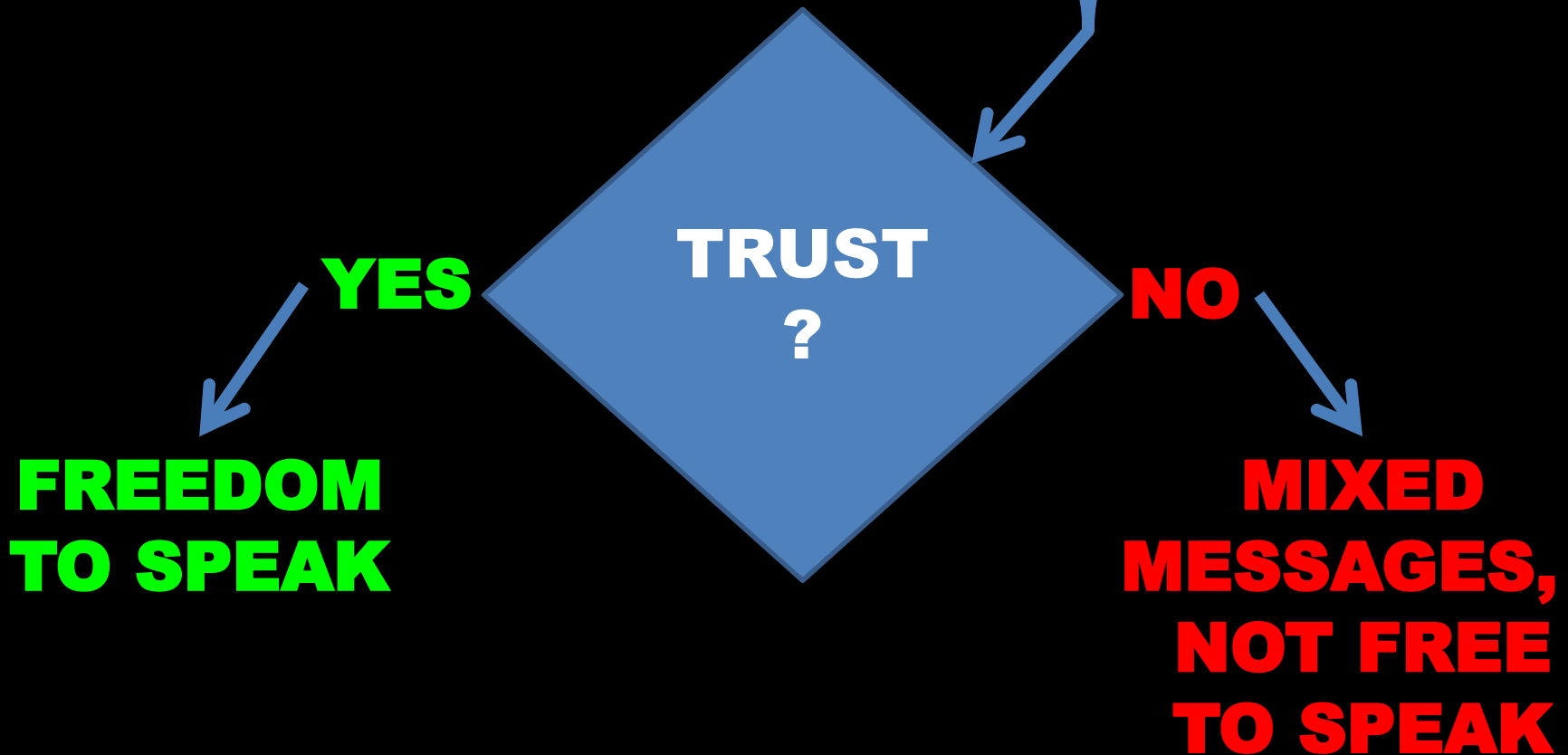
# MINDSETS, COLLISIONS & MIXED MESSAGES



**REACTIVE CULTURES**  
**MISTRUST**

# MANAGEMENT CHOICES

**Mindset** → **Words** → **Actions**



# **FEARS**

**Reporting Shortfalls,  
Events or Preventable  
Process Failures**

**FREEDOM TO SPEAK  
opens the door  
to TRUST and POTENTIAL.**

**MANAGEMENT'S  
RESPONSE  
keeps it open  
or closes it.**

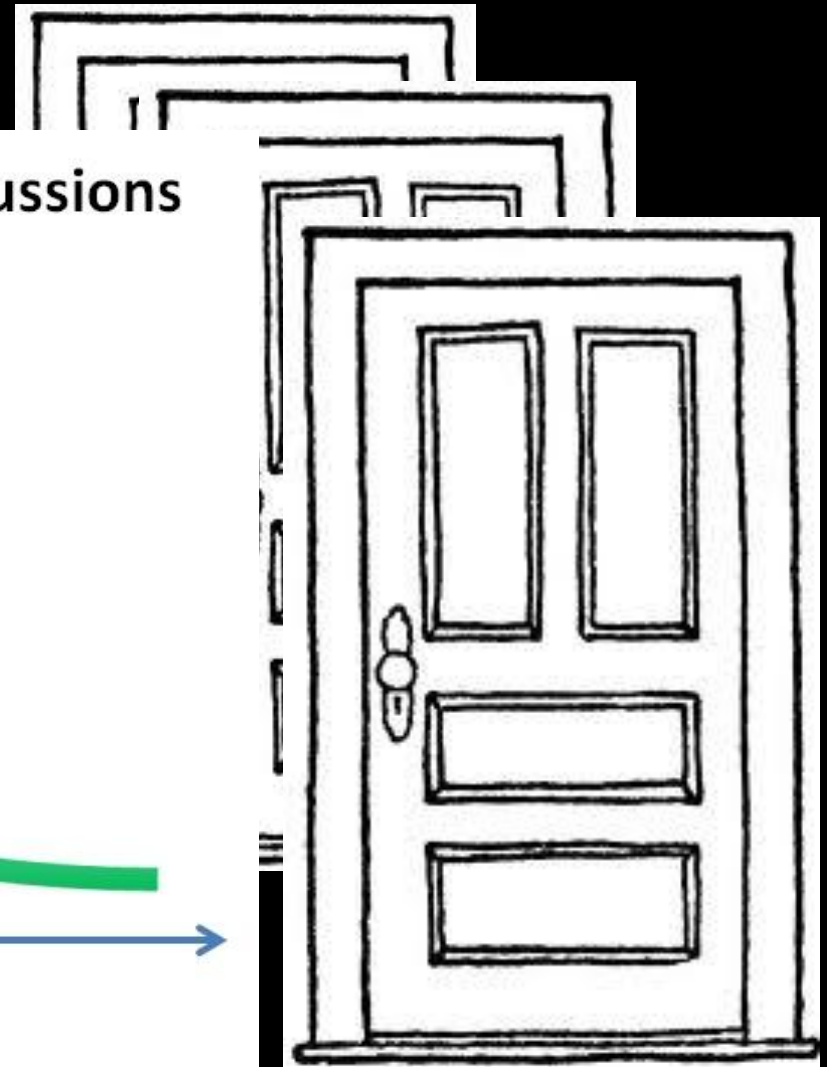
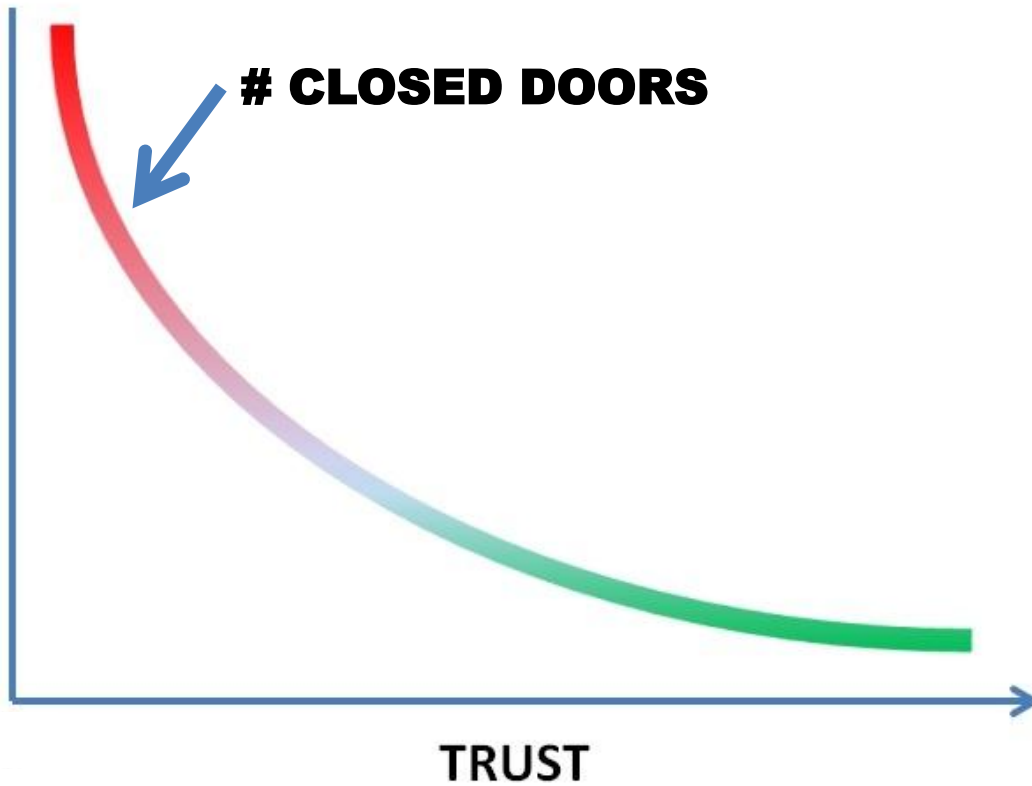


**Gary Larson - Far Side**

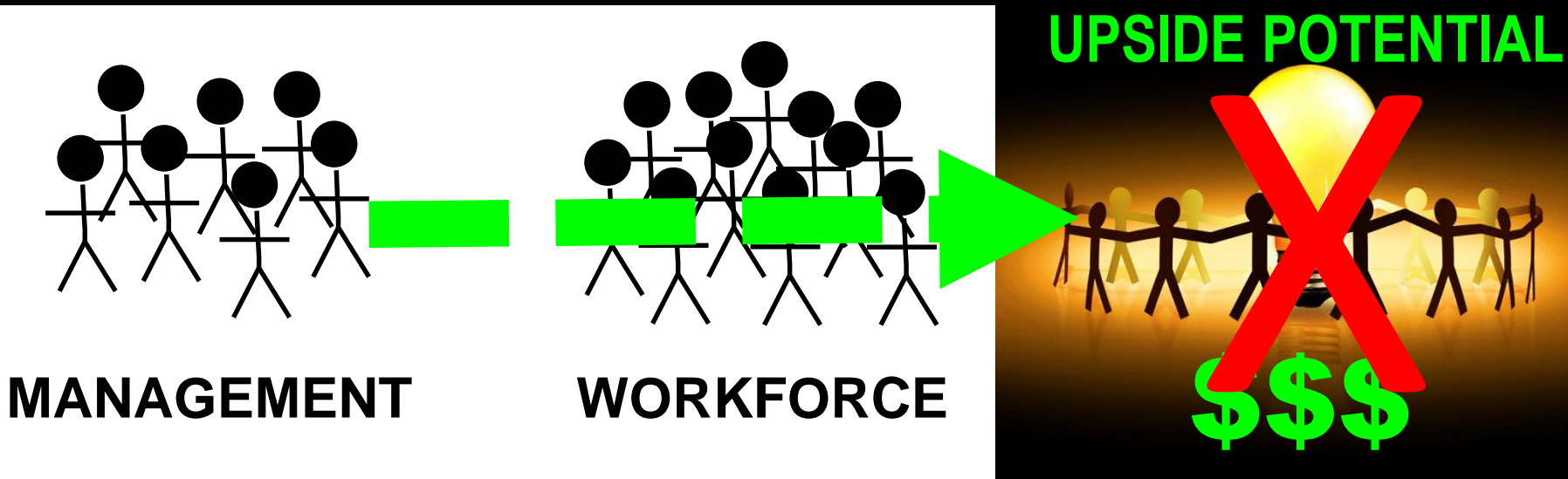


# REACTIVE CULTURE KPI

TRUST vs. Closed Door Discussions



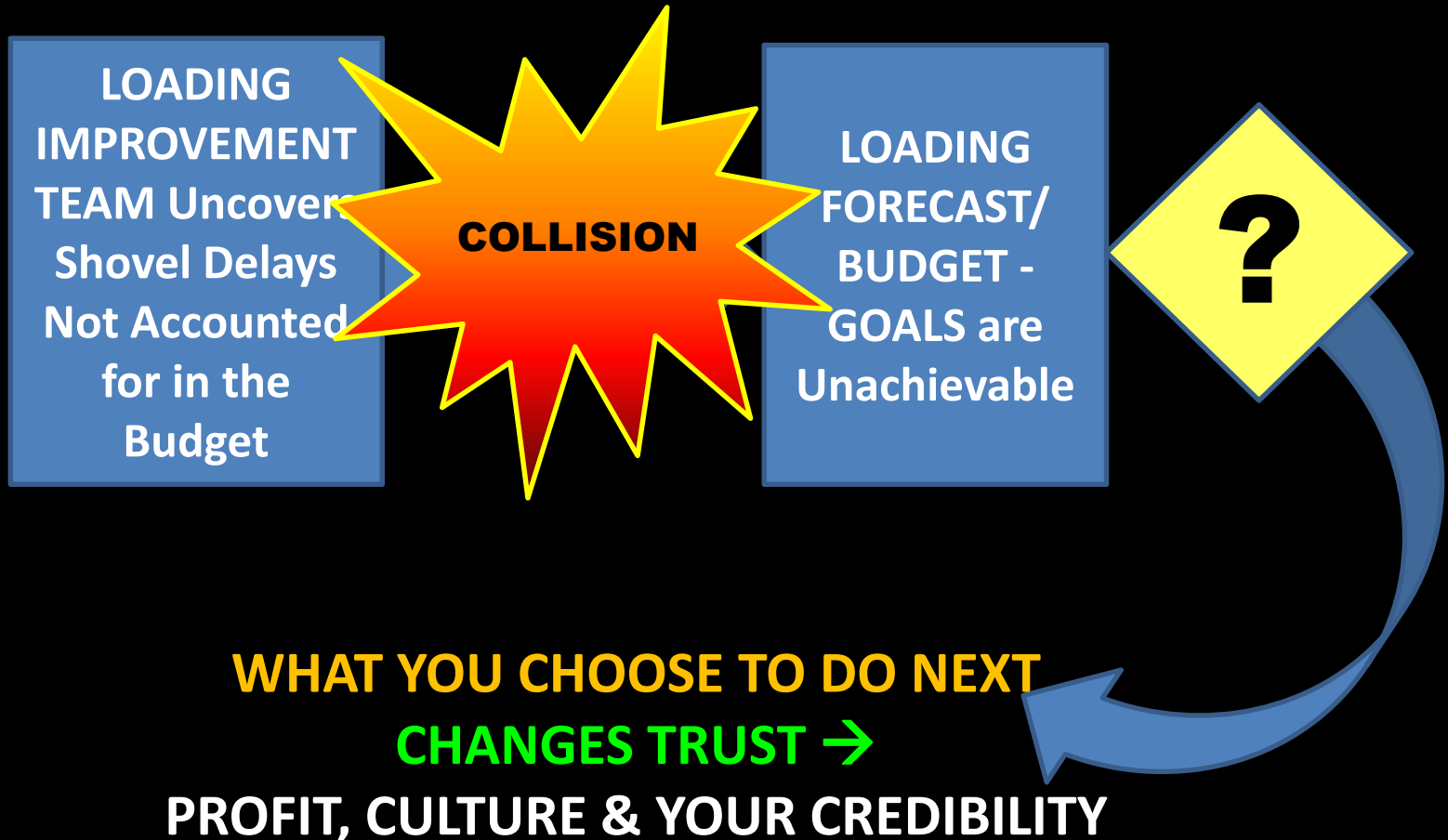
# THE PERFORMANCE-CULTURE CONNECTION



**ACCESS TO POTENTIAL & GROWTH!**

**NO TRUST – ACCESS DENIED!**

# THE POWER OF YOUR CHOICE: NUMBERS







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# US vs. THEM





# THE POWER OF YOUR CHOICE: US vs THEM



S.

MILLION DOLLAR CHOICES WITH **NO** ACCOUNTABILITY  
UNAWARE of Impacts on CULTURE, PROFIT or CHANGE.

HOW YOU CHOOSE TO INTERACT  
CHANGE TRUST → PROFIT, CULTURE & YOUR CREDIBILITY

# A MINE IS A MILL TURNED INSIDE OUT

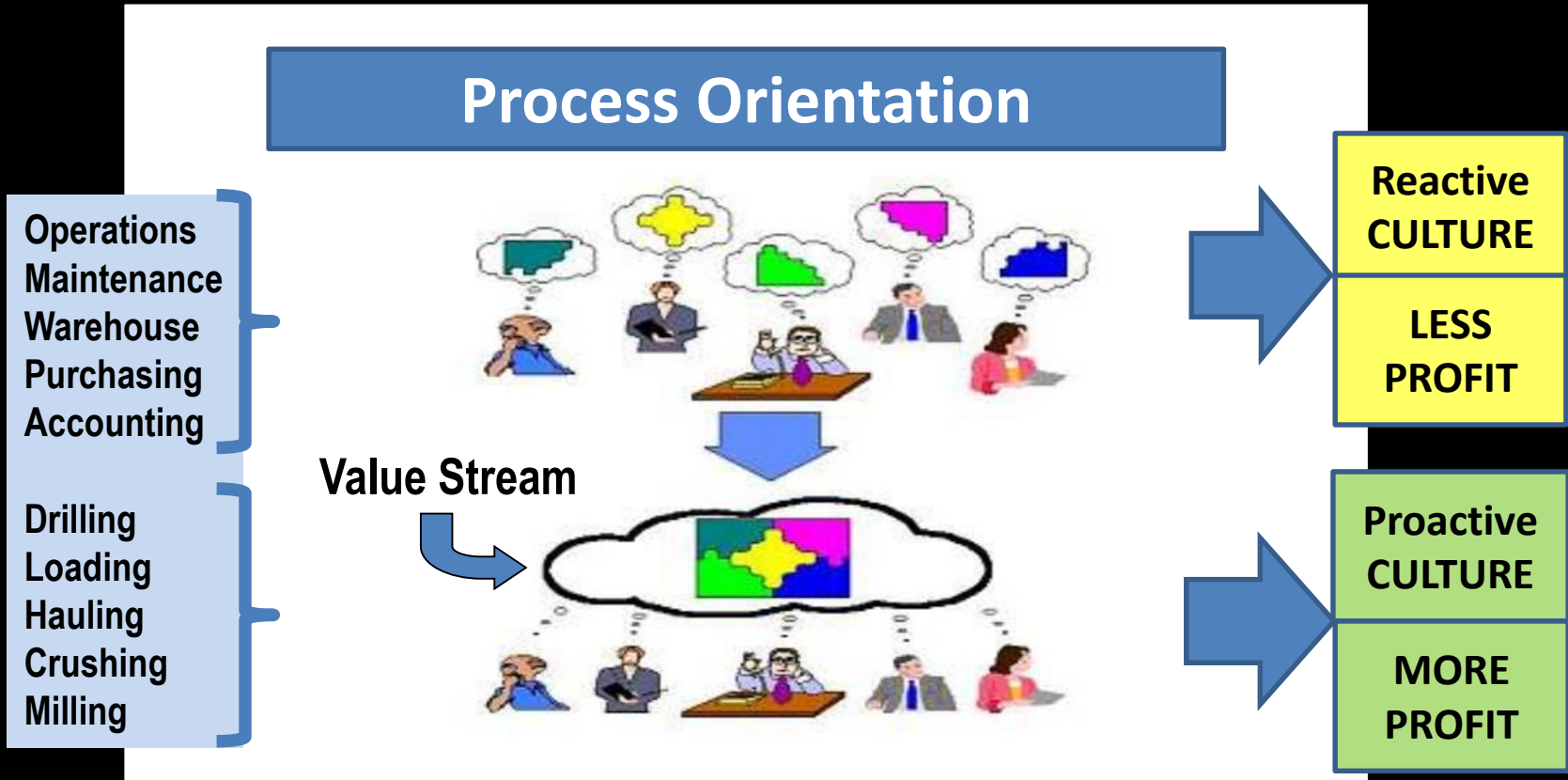
**MILL** - People sit on the **OUTSIDE** of the process  
and the equipment, **OBSERVE** and correct it

**MINE** - People sit **INSIDE** the equipment and actively  
**PERFORM** processes

**Mindsets → Mines**

**Critical to Maximizing Production**

# THE POWER OF YOUR CHOICE: PRODUCTION, PROJECTS, PROBLEM SOLVING



**HOW YOU CHOOSE TO INTERACT  
CHANGES TRUST → PROFIT, CULTURE & CREDIBILITY**



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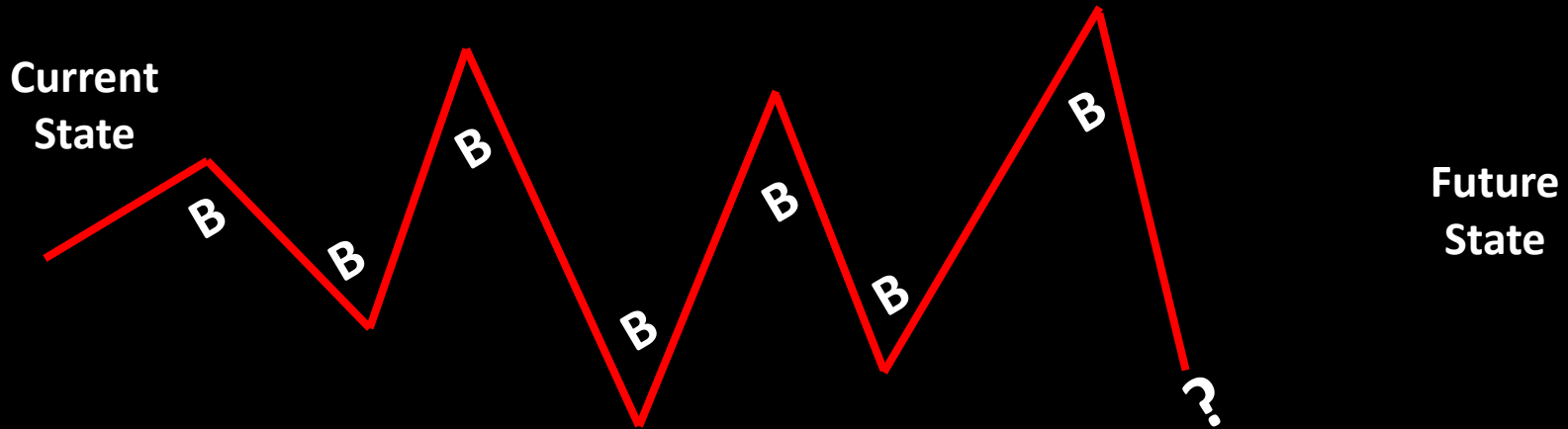
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# **SOLUTIONS** **FOR REAL CHANGE**

# HIDDEN MANAGEMENT BARRIERS

## "HAZARD TRAINING FOR CHANGE"



**How Much Faster Could You Change with NO BARRIERS?**



# MANAGEMENT'S HIDDEN BARRIERS HAVE NO NATURAL ENEMIES

## WHAT DOES IT TAKE TO REMOVE THEM?

- KNOW WHERE TO LOOK.
- UNDERSTAND THEIR COST.
- DEVELOP NEW MINDSETS ABOUT CHANGE & POTENTIAL.
- FOCUS ON BOTH MANAGEMENT SYSTEM COMPONENTS:
  - MANAGEMENT PROCESSES
  - MANAGEMENT BELIEFS & BEHAVIORS



# MILLION DOLLAR MINDSET SHIFTS

**FROM REACTIVE**

**TO PROACTIVE**

**"WE JUST WANT TO MEET BUDGET."**

**"HOW GOOD CAN WE BE?"**

**"WE ARE VICTIMS OF OUR CULTURE."**

**"WE CAN CHOOSE OUR CULTURE."**

**"WE PROTECT OUR POWER."**

**"WE EMPOWER OUR PEOPLE."**

**"WE WILL MAKE MONEY IF PEOPLE WILL JUST DO WHAT THEY ARE TOLD TO DO."**

**"HOW MUCH MORE MONEY CAN WE MAKE WITH A DIFFERENT APPROACH?"**

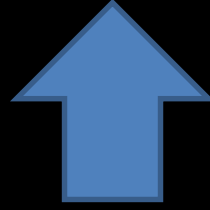
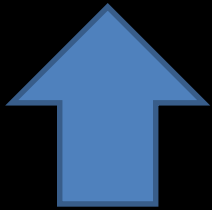


# A NEW PATH FOR CHANGE

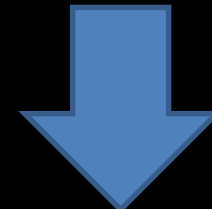
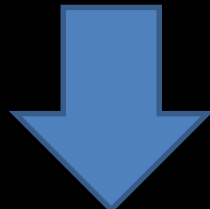
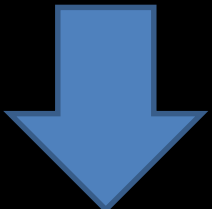
**FREEDOM**

**PROBLEMS  
FIXED**

**POTENTIAL  
RELEASED**



**Mindsets** → **Mixed Messages**

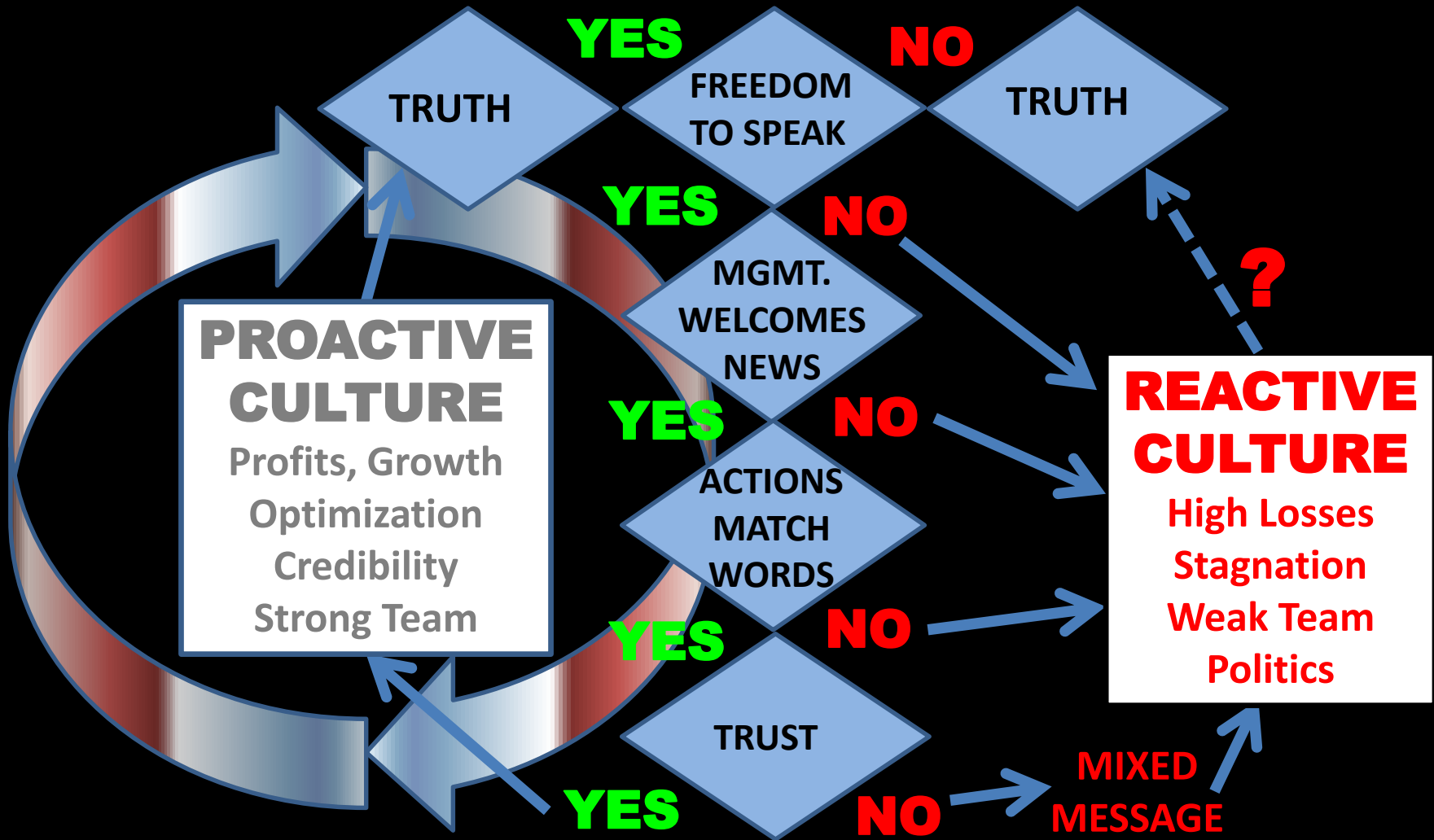


**FEAR**

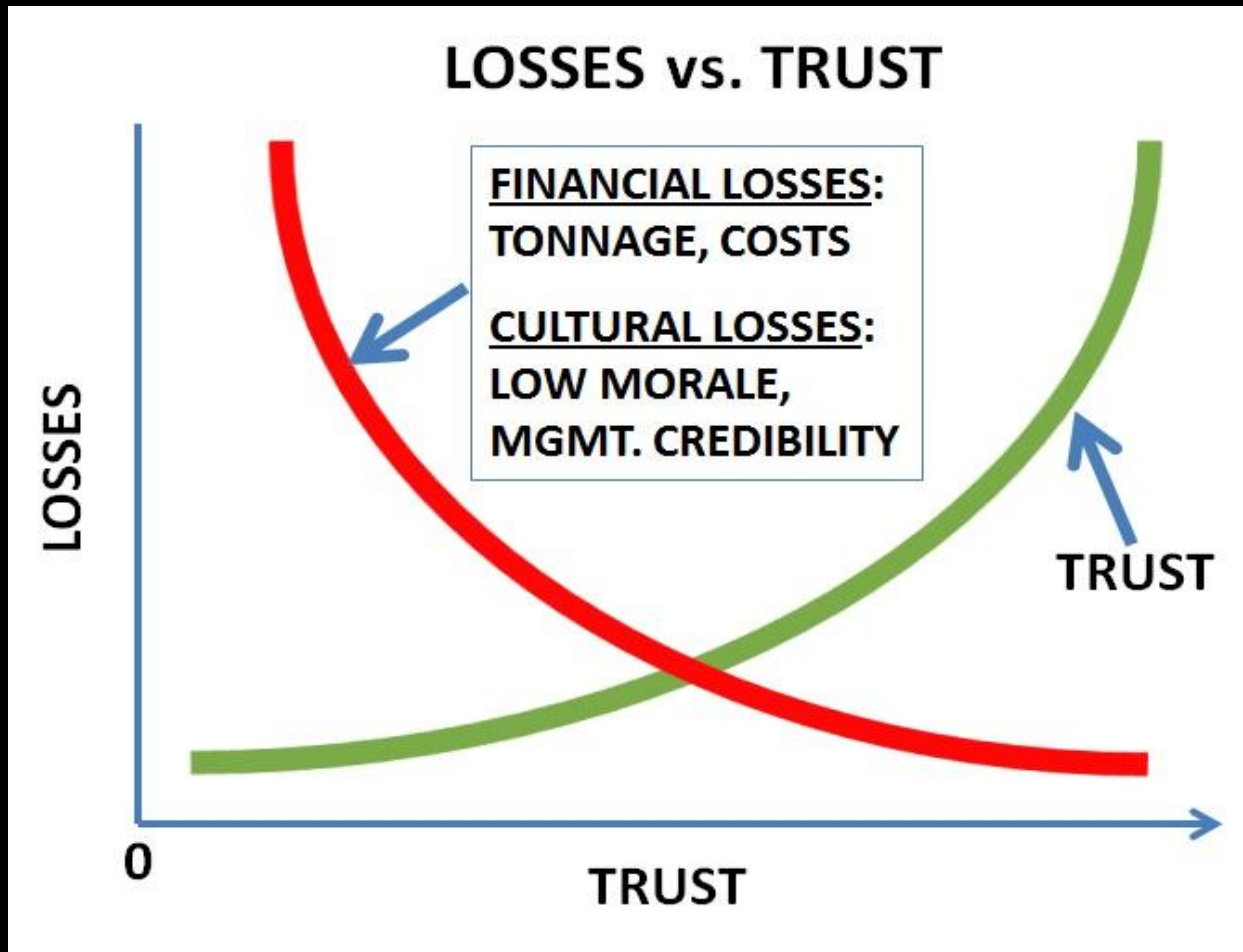
**POLITICS  
HIDES  
PROBLEMS**

**POTENTIAL  
TRAPPED**

# MANAGEMENT'S "CULTURE ENGINE"



# AS TRUST GOES UP...

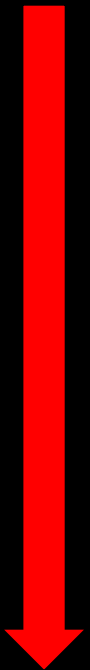


**TONS GO UP & LOSSES GO DOWN!**

# COURAGEOUS CULTURE CHOICES BUILD TRUST

**REACTIVE**

**PROACTIVE**



**Holding People Accountable**  
**Having The Same Priorities**  
**Communication & Follow-Through**  
**All Employees Treated The Same**  
**Taking Action**  
**Taking Responsibility**  
**Eliminate Strife**  
**Dealing With Change**



**LOSSES**

**PROFITS**



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# CULTURE HEROES



**“Great moments  
are built from  
great opportunities.”**

**Herb Brooks,  
Coach of the 1980 U.S. Olympic  
Gold Medal Hockey Team**

# **MAKING CHOICES FOR CHANGE - CASE STUDIES**

- **Superintendents – Operations and Maintenance**
- **Shift Supervisors - Letting Go of the Past**
- **Mine Manager - Talking About Problems**

# COMMON HERO ELEMENTS

**New Management Choices**

**New Personal Choices**

**Letting Go of the Past**

**The Courage to Try**





# THE JOURNEY

## EXISTING OPERATIONS

**REACTIVE**

**BARRIER  
AWARENESS**

**TRUTH**

**GROWTH**

**BARRIER  
REMOVAL**

**TRUST**

**PROACTIVE**

**WORKING  
WITHOUT  
BARRIERS**

**TEAM/TONS**



# THE JOURNEY

## NEW START-UP OPERATIONS

DESIGN

AVOID  
BARRIERS

TRUTH/TRUST

PROACTIVE

WORKING  
WITHOUT  
BARRIERS

TEAM/TONS



# TRUTH TRUST & TONS



**SEEK THE TRUTH**

**PROTECT TRUST**

**... AND YOUR CREDIBILITY**



**BE A CULTURE HERO...**

**TRUTH Builds TRUST.**

**TRUST Builds TEAMS.**



**LEARN YOUR BARRIERS**

**REMOVE YOUR BARRIERS**

**PREVENT IMPROVEMENT  
SABOTAGE**



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An aerial view of a large open-pit mine. The landscape is characterized by terraced levels of earth and rock, with winding dirt roads. Several large yellow haul trucks are visible on the roads, some carrying loads of material. The sky is clear and blue, and the overall scene conveys a sense of industrial scale and activity.

**CHANGE YOUR PERSPECTIVE...**  
**CHANGE YOUR PERFORMANCE!**



*OptimiZ* Consulting LLC  
Kay Sever, CMC, CQIA

***Going Beyond Improvement to "The Best You Can Be"!***

**Performance Optimization & Change Acceleration  
Management Training/Development  
Culture Transformation**

Creator of ***The CHANGE REVELATION*** -

**THE WORLD'S FIRST "HAZARD TRAINING" FOR CHANGE:**

**Barrier Awareness/Removal Training for Management Teams**

**Focuses on Barriers NOT REMOVED by Change Initiatives**

***CHANGE YOUR PERSPECTIVE... CHANGE YOUR PERFORMANCE!***

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