

USING THE HARADA METHOD TO DEVELOP PEOPLE

April 2, 2019

AHMED AVAIS

TriAgile 2019, Raleigh, NC







MAKE PEOPLE BEFORE MAKING PRODUCTS

MONOZUKURI THROUGH HITOZUKURI

Everyone has to be an artisan with competing with labor mexpensive labor

Offer what inexpensive labor can't offer

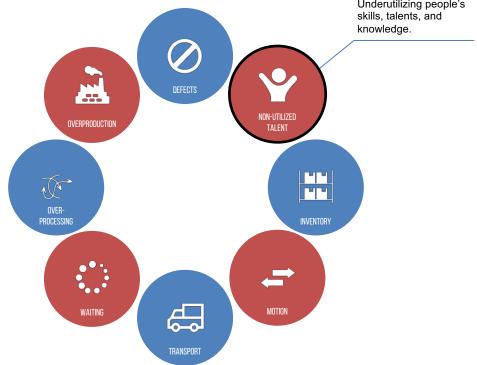
For a company to be the best people have to be the best







8 WASTES OF LEAN



Underutilizing people's skills, talents, and



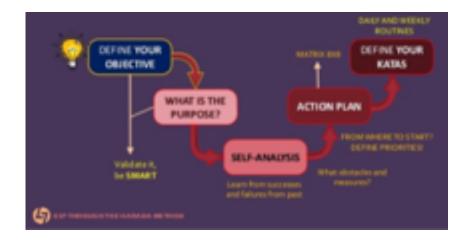




THE HARADA METHOD IN A NUTSHELL

"The World's Best Technique in Day to Day Management" – Japan Management Association

- You list the purposes and values of the goal
- You pick a Goal for mastery
- You analyze your strengths and weaknesses
- You determine 64 tasks to attain your goal 4.
- 5. You set up new routines
- You keep a daily diary to monitor your own performance 6.
- You learn how to work with a coach and to be a coach

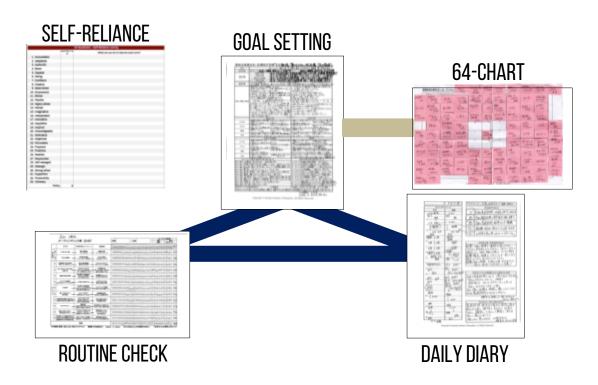








TOOLS AND TEMPLATES



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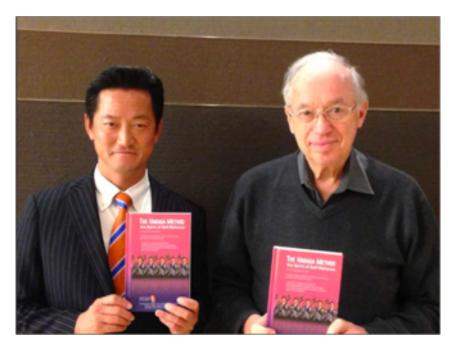






THE HARADA METHOD

THE HUMAN SIDE OF LEAN



Takashi Harada and Norman Bodek







OSAKA







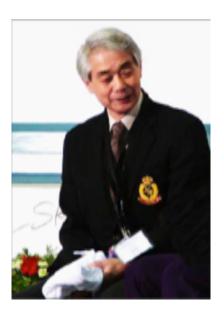
SUCCESS THROUGH COACHING

"These coaches, like me, have to take the students from our area. We cannot pick just great athletes. A successful team comes, not having great students, but comes from having a great method and a coaching process that helps develop students into great athletes."



Back to Osaka
Thirteen students won gold medals.

School went from worst to best out of 380 schools for next twelve years



After 20 years as a junior high school teacher, Mr. Harada left education and founded a consulting company to teach his method to industry















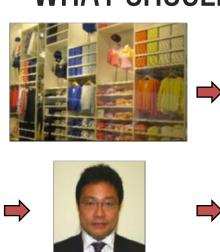








UNIQLO — WHAT SHOULD THE MANAGER DO?



































TADASHI YANAI

- Richest man in Japan
- Yanai said, "I might look successful but I've made many mistakes. People take their failures too seriously. You have to be positive and believe you will find success next time."
- Manual still exists but ultimate judge is the individual















HOW DOES THE HARADA METHOD WORK?





Preparing the Mind for Self-Reliance 1. What does self-reliance mean to you?





SELF-RELIANCE







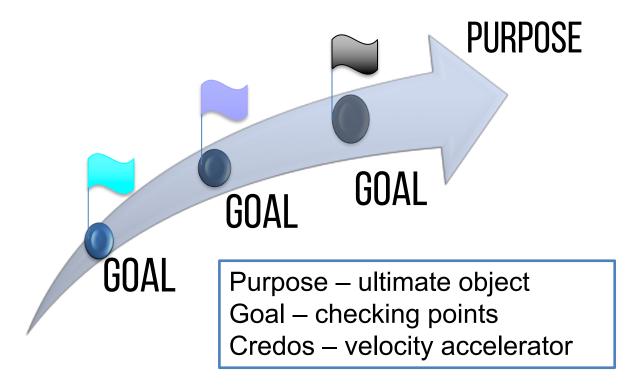
LONG-TERM GOAL FORM







THE DEFINITIONS OF PURPOSE AND GOAL







Name
"Got-A-Minute"?
I gain a sense of purpose at work when I use:
My Gifts
To serve my Passion
In a culture that Values
What gets me up in the morning:
(My Purpose in 140 characters or less)

©2015 Inventure - The Purpose Company







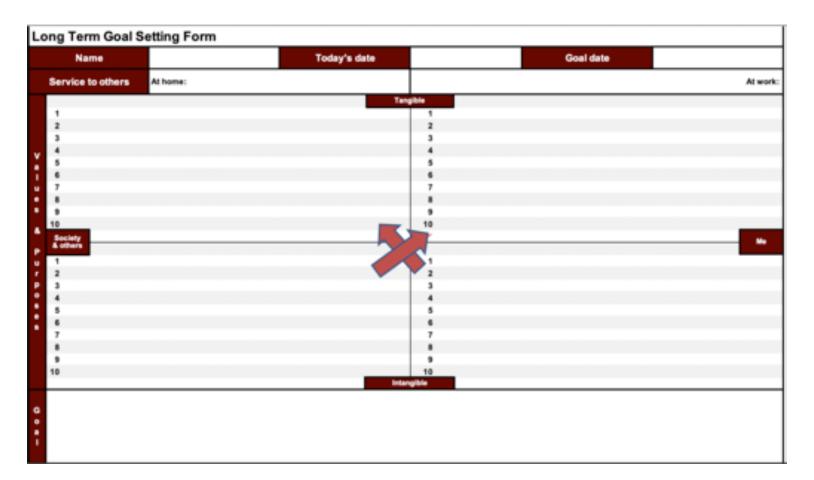
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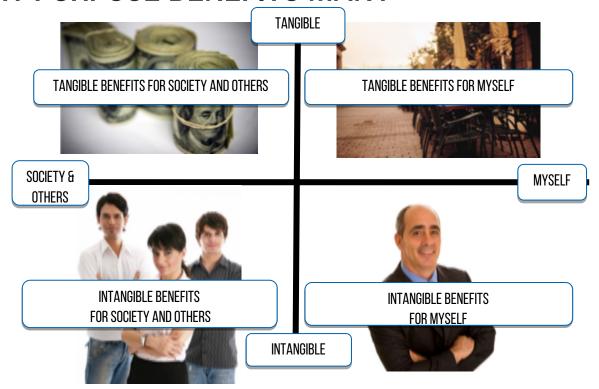
richardleider.com







THE RIGHT PURPOSE BENEFITS MANY







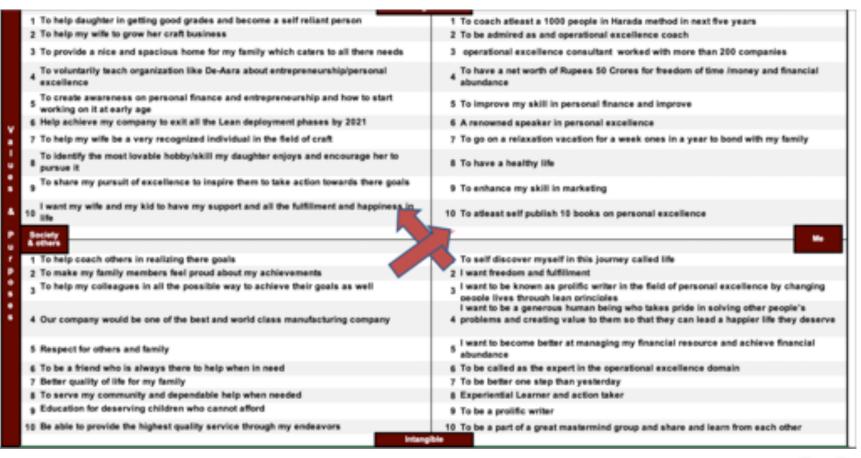
PURPOSE - EXAMPLE

- Tangible Others:
 - My company sales increased
 - My customers get better service
 - My employees get a bonus
- Tangible Yourself:
 - My salary was raised
 - I developed my skills
 - I will be able to go to Europe on vacation

- Intangible Others
 - My family is happier
 - My employees are more motivated
 - The world knows more about our company
- Intangible Yourself
 - I am more confident
 - I am more motivated
 - I am much happier











LONDON 2017 - 100 METER DASH



https://www.youtube.com/watch?v=E8bL4vA 56E





THE FOUR ASPECTS

- Mental the mind inspiration
- Skill technique style
- Health body physical condition
- Living the total you, inside and outside of work.

It takes balance of all aspects to build your total character



ANALYZING THE PAST AND FUTURE

	Past Successes	Past Failures
Mental Skills Health Living		
Skills		
Health		
Living		
	Anticipated problems to overcome	Solutions
	Anticipated problems to overcome	Solutions
	Anticipated problems to overcome	Solutions
Mental Skills Health Living	Anticipated problems to overcome	Solutions





	Analysis of success	Analysis of failures		
Mental	I was relaxed at work, Calm without worrying,	Irritated easily, Worried about my work, Forced to work		
	Enjoyed what I do at work	on some leftover work		
Skills	Created a to-do-list, Reported, communicated and	Did not plan for the day, Reported only after incidents		
	got advice, Planned short-term and long-term goals	occurred, Worked promptly without vision		
Health	I ate well three times a day, I slept at 2 am and woke	I ate out too many times and greasy food, I was lazy and		
	up at 5 am, I run three times a week for 1.5 miles	sleepless, Watching TV too much without exercising		
Living	Organized my room, Had a quality conversation with	I did not clean my room. I did not think about having time		
	my family. Washed the bento box by myself	with my family, I used my wife for little things.		
	Underlying problems	Solutions		
Mental	Negative thinking and speech, Could not organize	I put my credo in my notebook and read it everyday.		
	my work and worried, Stressed and irritated	Write out and organize clearly what needs to be done,		
		Utilizing relaxation through breath		
Skills	I make careless mistakes	Organized my room, Had a quality conversation with my		
	I take too much time to deal with Emails	family, Washed the bento box by myself		
	I worked without to-do lists			
Health	I gained weight for eating out too much, Did not	Do double checks, Email one hour each from 10AM and		
	spend time wisely at home, Backache and shoulder	3PM, Manage my to-do list in my checklist		
	ache due to lack of exercise			
Living	I do not clean my room, I spent different time frame	I clean myself once a week, Use time wisely during my		
	than my family, I put off certification studies	commute (one hour total), I exchange journal with my child		





MAKE ACTION PLANS

Plan a series of concrete actions, tasks, that lead to success in the shortest time.





TWO TYPES OF ACTION PLANS REQUIRED TO ACHIEVE YOUR ULTIMATE GOAL

An action plan that you execute every day

"Daily routines (goals)"

An action plan that you execute by a desired completion date

"Time-framed goals"







Babe Ruth, left, pitching in 1916 for the Boston Red Sox. Japan's baseball phenom Shohei Ohtani, who is often compared to Ruth, just signed with the Los Angeles







64 CHART

1	2	3	9	10	11	17	18	19
8	1	4	16	2	12	24	3	20
7	6	5	15	4	13	23	22	21
57	58	59				25	26	27
64	8	60	Goal			32	4	28
63	62	61	St art with your goal			31	30	29
49	50	51	41		43	33	34	35
56	7	52	48	6	44	40	5	36
55	54	53	47	46	45	39	38	37





Care the	Take	FSQ 90kg	Improve in-	Strengthen	Stabilize	Create an	Hit the ball	Strengthen
body	supplements		step	the body	the pivot	angle	from above	the wrist
				core				
Flexibility		RSQ 130kg	Stabilize		Get rid of	Do not		The lower
	Physical		the release	Control	uneasy	tense up	Precision	body leads
			point		feelings			
Stamina	Range of	Meals	Strengthen	Don't open	Control	Release the	Increase	Range of
	motion	Dinner: 7	the lower	the body	mental	ball in the	the number	motion
		Breakfast: 3	extremities			front	of rotations	
Have clear	Do not	Cool head				Turn at the	Strengthen	Gain weight
goals and	swing joy	and hot	Physical	Control	Precision	pivot	the lower	
purposes	and sorrow	passion					extremities	
Be strong		Don't sway		Draft #!	Speed	Strengthen	Speed	Strengthen
at pinches	Mental	by	Mental	8 teams	160km/hr	the body	160km/hr	around the
		atmosphere			99 mph	core	99 mph	shoulders
Don't	Tenacity for	The heart to	Personality	Luck	Curve balls	Range of	Catch liner	Increase
create ups	victory	care team				motion	balls	pitching
and downs		mates						
Sensitivity	Worthy to	Plan ahead	Greetings	Picking	Clean the	Increase	Perfect fork	Precision of
	be loved			trashes	room	count balls	balls	sliders
Caring		Gratitude	Use the		Attitude for	Curve balls		Decisive
_	Personality		tools with	Luck	judges	with speed	Curve balls	balls for left
			care			and drop		batter
Well-	Worthy to	Sustained	Positive	Worthy to	Read books	Pitch with	Control	Imagine the
mannered	be trusted	efforts	thinking	be		the same as	from strike	depth
				supported		straight	into ball	

Born: July 5, 1994, Joined the Hokkaido Nippon-Ham Fighters March 29, 2013, First pick in the major league draft, pitcher.

Batting average = .257, home runs = 13, win-loss = 14-4, earned run = 2.61, strikeouts 225 - Speed of pitch = 99 mph, 160kph, (11-16-14)





EXAMPLE FROM A 64 CHART: BRINGING HARADA METHOD TO U.S.

The Harada five day certification course Finish by 10-1	The three day course Finish by 10-1
Develop courses	Produce Webinar
Respect for People	The two day course
	day certification course Finish by 10-1 Develop courses





1. The first step is to list eight areas that you can think of that you need to know about or improve in to achieve the goal. These categories are fairly broad (e.g., Health/Family). Specifics come in the next step. Do this in five minutes or less, to force yourself to think quickly. 2. 3. Goal: 6. 5.



Before serving, make sure that every item is together on the dish	When dishing up, make sure the temprature is right by getting the back of the hand closer to the dish	While dishing up, check to make sure food is not burnt.	Greet by bowing to a 90 degree angle	Give out wet hand towels no matter how many customers come to the table	Be thoroughly hospitable - Humble attitude in customer service	Check the bathroom once per hour	Before opening the store, check all the light bulbs above each table	Make sure that the light is up for the entrance, door and the window display.
Have the kitchen and drink staff memorize all the instructions	Q-Mortuella	Do not let any kitchen and drink staff diverge from the kitchen instruction	Double check the order when taking it from customers	B- Bardon	Check the menu and understand the availability of products	in cleaning and resetting the table after the customers leave check the top and under the table	C-Continue	in closing, clean up inside the refridge everyday
Provide the first drink within 2 minutes after customer orders, the second drink within 3 minutes	Strictly keep the ratio 3:7 between beer foam and liquid.	Create a catering time table for party guests	Be ready to serve more drinks if any glass is emptied to an inch of liquid	METI	Read the customers' mind	Be meticulous about separating cutting boards for different purposes	Be meticulous about sanitizing the everything in the kitchen	Leaders make sure that their workplace is kept clean
Put out advertisements in free papers	Distribute service coupons in the local area	Do some company visits	Sell \$250,000 of products in April			Servers should always recommend appetizers and side menus when taking drink orders	Recommend the party room if the group consists of more than 4 people	Recommend the party room for the group consists of more than 6 people
Send-direct mail to customers who gave the name and contact addresses	Natio the number of customers	Before customers leave, the casher gives out menu and drink coupons				Be meticulous in talking about the seasonal specials	Increase spending per contenter	Offer another drink, if declined, serve water or tea
Call those who reserved the roomand came to eat, and thank the customer	When part-timers have a party, let them come to the store	Greet with one word, be meticulous in educating FR members				Ratrieve the finished dishes and create the atmosphere that customers may want to order more	FR members should report the variances in customer spending everyday	Clean the menu book on the table
Check the attire of employees	The manager speaks according to the educational philosophy	Be meticulous in reporting to the manager everything customers say	Estimate the sale for the next day	Estimate the number of orders and cutomers and the number of party guests and orders	Stop ordering mistakes by estimating the sales for the day after tomorrow correctly	Predict monthly/ weekly sales	Create a high quality work schedule	Schedule employee absences and fill in the scheduling gaps in advance, using staff from the slater stores
Part-timer workers need to write what they noticed in the journal before they go home	Employee training	Keep the locker room clean	Educate the person ordering, reduce any excess	Kitchen Handby	in the party instructions, write the hours of service and serve the food within 75 minutes	Position yourself well by checking the work schedule for tomorrow	Management by the store manager	Check the reservation and time table, create the sales strategy
Once a month, hold a stone meeting and share the educational philosopy and sales, and discuss future improvements.	Create a trainer and trainee culture. Let both report to the manager everyday	Develop education plan based on four education philosophy	Make the half and kitchen leaders communicate through intercome	Every Sunday analyse the number of goods sold	Make sure crews stand by at 4:30pm, 8:30pm, 30:30pm	Control P/L everyday and sell the most by placing many people on the most profitable day	Give instructions after getting feedback from the kitchen and half leader	Walk through the stone to find the noot problems and fix them to make the workflow smooth.





DECIDE START AND END DATES

• Importance of setting exact dates to attain your goals.





OPPORTUNITIES FOR IMPROVEMENT

- Take 10 tasks from the 64 chart in the order of occurrence
 "I will mail out 3000 direct mail pieces"
- By when"On November 1"





TASKS FROM 64 CHART IN ORDER OF OCCURRENCE

Tasks from the 64 chart	By When
My goal is communicated to my family	11/12
I announce my goal at the department meeting	11/17
Analyze my strength and weaknesses	11/25
Prepare presentation material for company A	12/10
Practice presentation four to five times	12/15
Clear milestone goal # 1	12/25
Finish five books on skill up	1/5
Contact more then five people I met at industry meeting	1/20
Achieve goal #2	1/31
Finish goal and action plan for the next term	2/28





YOUR TURN

Tasks from your 64 chart in order of occurrence	By When
2	
3	
4	
5	
3	
,	
3	
)	
10	



WHAT ARE THE "DAILY ROUTINES" AND WHAT ARE THEY FOR?

 A series of actions that you do on a daily or weekly basis repeatedly

 This lays the foundations for making good habits and therefore achieving your ultimate goals.





Routine actions in the order of importance											
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											





ROUTINES

- You build your skills and capabilities one step at a time.
 The magic to success is perseverance; always moving forward towards your goals and never giving up.
- Realize most people are stuck with habits: smoking, drinking; patterns will repeat













ROUTINE CHECK SHEET

Routine Check Sheet			Ι.										- 1	_									- 1	- 1	-			has	96	\sim				4		
			Ι,	-		Unix Corporation						Name			Outu taro								Cod NO					Result 97%								
		Activities Routine		Enthystics	Ì	7	j	I	1	7	7	j	j	j	1	7	7	/	, ,	1	7	,	j	j	7	7	7	j	j	j	7	7	7	1	j	Ť
					Е		ь	▭	ᅜ	В	彐	7	3	=	-14	110	功	11	む	t	to		-	-	in	ᆆ	.43	34	n	×	H	н	D	-	크	Ц
į		t will do the dishes every night after diseas		My operate is more refused and we do not light aromore about household thores	ı	1	1	1	۰	1	0	1	0	0	1		1	0	1 1	ŀ	1	0	0	1	1	1	1	1	1	0	۰	۰	1	1	1	-
Benton	1	i will thoroughly wash the coffee maker in the break room twice a week.		The coffee botter better and people do not complain about it	ı	1	0	0	1	٥	٥	0	1	0	٠	٥	1	0	0 1	۰	٥	1	0	0	0	1	٥	0	1	0	۰	٠	1	٥	0	•
	,	I will get up each day at 6:30en		theid stronger when I overcome my desire to stay in bed	I	1	1	1	1.	1	٥	1	1	1	1	1	0	1	1 1	1	1	0	1	1	1	1	1	0	1	1	1	1	1	0	0	
	1	I will walk to the station		list 3g hon the extraexential	ı	1	1	1	1	۰	0	1	0	0	1	1	1	0	0 0	1	٥	0	1	1	1	1	٥	0	0	1	۰	0	1	0	0	-
	,	Facili read books white commuting	٠	Thave a better understanding of later.	I	1	1	1	1	1	0	1	1	1	1	1	0	1	1 1	1	1	0	1	1	1	1	1	0	1	1	1	1	1	0	0	•
	٠	Failt finish the work has day, before they are due		My facus was very pleasand. I might get a facus at the end of the year.	I	,	0	0		٠	0	0	0		1	٠	0	0			۰	۰	0		1.	٠	۰	0	0	0	٠	٠	1	0	0	•
Anothe	,	I will talk to follow workers, and family members.		it is more fun to go to work when i have things to talk about with people.	I	1	1	1	1	1	1	1	1	1	1	٠	1	1			1	1	1	1	1	1	1	1	1	1	ı,	1	1	1	1	-
	٠	Feelf and late of regardation attenuity meal		My cholesterol has gone down	l	,	1	1.	1.	۰	0	1	0	0	1	1	1	0	0 0	1	۰	0	1	1	1.	1	۰	0	0	1	۰	٠	1	0	0	•
	,	Cut down eating carbohydrates (by half)		Heel healthier	l	1	0	0	1.	٥	0	0	1	0	٠	٥	1	0	0 1		٥	1	0	0	٥	1	٥	0	1	0	۰	۰	1	0	0	
	٠	No food after 10 00pm		sinop better and wake up more wated		1	1	1	1	٥	٥	1	0	0	1	1	1	0	0 0	1	٥	0	1	1	1	1	٥	0	0	1	٠	۰	1	٥	0	
	,	Check weight on the scale every disp		an more conscious about how much i suit		1	1	1	1	1	1	0	1	1	1	٥	1	1	1 1	1	1	1	1	1	0	1	1	1	1	1		1	1	1	1	•
	ш	Finish diary before going to sleep	+	i wake up the next day ready to get to work		1	1	1	1	1	0	1	1	1	1	1	0	1	1 1	1	1	a	1	1	1	1	1	o	1	1	1	1	1	o	0	-
		Solid not perform routine that if		i querforme é routine	П	10			111					1	**			1		ī						-							100			4





HARADA METHOD DAILY DIARY



Sustaining your efforts through the power of writing, writing, writing





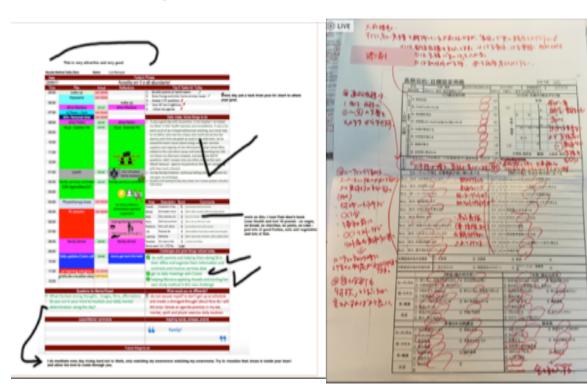
DIARY EXAMPLE

D	ate		Too	day's Phrase											
9/4	/2011 Bett	er and better ev	ery day.												
Time	Plan	Reflections		Top 5	Tasl	s for Today									
6:00			1. Have	lunch with ot	her co	workers									
			2. Lear	n quickly how	to dea	I with a problem									
7:00	Wake up	6:30 woke up	3. Caut	tion with mistal											
			4. Rem	ember to sanit	ize my	y hands									
8:00			5. Ansv	ver loudly											
	8:30-clean	Washed and cleaned	Area	Description	Score	Comments									
9:00		Went to bank	Overall	General impression of today	4										
10:00	Go shopping		Montal	Enthusiasm, spirit and focus	3	Good in morning, faltered at work in afternoon									
11:00	Leave for work		Body	Energy, health, exercise, diet	2	Tired-need to go to bed earlier									
11.00	seare for norn		Work	Know-how improvements	3										
12:00	Start work 12:30	Started on time	Relations	Did you work well with others?	3										
1:00	310F1 WOFK 12:30	Ran 1st Machine	Life	Family relations and private life	4	Had dinner alone with husband									
			Learning	Self-study and development	3										
2:00			Routines	How well you did them	2										
3:00	Break			TOTAL	24										
		3:30 break	Give each	item a score of 1-5.	_										
4:00						oticed today									
			I'm ge	tting used to ty	ping la	bels									
5:00															
6:00				What woul	d vou	do differently?									
			I did r	of check the co	ontaine	r display. I only checked									
7:00				ntainer number number.	but di	d not look carefully at									
8:00															
0.00			No	tes, question	s. ins	piring words, events									
9:00	Go home 9:15					r if the number in lot is so									
	#	Wrote in journal				s today. I was able to work									
10:00	Go to bed 10pm		more q		i reami	s today. I was able to work									
11:00		Went to bed 11pm													
12:00															
18190															





EXAMPLES











COACHING





HOW FASCINATING!



https://youtu.be/Jw8BsmveZoo?t=25



https://youtu.be/F4rs1HYZGI8





WHAT IS THE DIFFERENCE BETWEEN COACHING AND TEACHING?

- Coaching is helping to find and draw the answers from within oneself by asking effective questions.
- Teaching is getting knowledge to provide solutions and answers to issues.

A self-directed person coaches herself through reflection by writing a diary.





"WHAT MAKES A GOOD COACH? COMPLETE DEDICATION."- GEORGE HALAS

- No one can achieve everything they want to by themselves.
- Kinds of Support:
 - Emotional Support- this could mean sharing in your success, or picking you up when you are felling down. You might need a shoulder to cry on, or just a pat on the back.
 - Practical Support- many goals require time, energy, and physical resources.





WHAT A COACH DOES:

- A coach is a mentor who supports, inspires, guides, leads, encourages, and brings out the best from his or her client.
- A coach meets with the client daily in order to review if a person is staying on target to reach his/her goals
- Coaches asks questions help clients to overcame obstacles and resistance to change.
- Coaches create awareness by observing clients habits, routines, and improvement efforts.
- Coach leads their clients towards their goal.
- Coach listens





SUMMARY

The Harada self-directing method aims to grow:

- a person who is based on the firm foundation of her good character; particularly making it a practice to serve others and benefit others.
- a person who is also highly productive professionally.

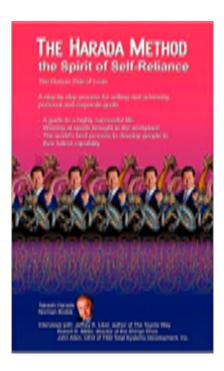
A successful self-directing person is created by using:

- Harada's long-term goal setting sheet to learn and set goals in both personal and professional fields.
- Harada's routine check sheet to check actions and behaviors routinely to acquire good habits to succeed.
- Harada's diary practice to self-coach individuals daily, to improve overall abilities, and to be successful in life.





GO FORTH AND BE SELF-RELIANT!



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The Harada Method the Spirit of Self-Reliance

Harada Method – PDF Templates

The Wall Street Journal - How Shohei Ohtani Visualized His Baseball Success

Harada Method: What Shohei Ohtani Can Teach CEOs About Building Champions



