RECEIPT THIS, LLC

WORKFORCE DEVELOPMENT

WORKSHOP CATALOG

2026-2027

Practical Skills. Stronger Teams. Better Results.

WORKPLACE SKILLS
Build confidence and capability

LEADERSHIP
Develop leaders at every level

OPERATIONS
Improve processes and productivity

RESULTS
Drive performance and growth

Table of Contents

About Our Workforce Development Workshop Series

Practical learning. Immediate application. Measurable next steps.

Receipt This™ Workforce Development Workshop Series provides ready-to-deliver, application-based programs for organizations, employers, and professionals seeking practical skills that can be applied immediately. Each workshop connects sound business, leadership, and workplace principles to day-to-day work, with an emphasis on organization, clarity, accountability, and follow-through.

Workshops are instructor-led and application-based. Participants work through guided assessments, exercises, discussion, templates, and action-planning activities rather than relying on theory alone. The series is designed to strengthen transferable workplace and business skills and help participants translate learning into specific improvements in how they lead, communicate, manage priorities, serve customers, improve processes, and operate the business.

Workshops may be delivered individually, grouped into targeted learning pathways, or scheduled as an ongoing workforce-development series. Options include open enrollment, customized employer training, incumbent-worker development, CTE enrichment, private organizational training, on-site, virtual, and conference delivery. Most workshops are available in 3-hour, 6-hour, and full-day formats; the 6-hour format is recommended for deeper practice and action planning.

Our Learning Approach

- Practical, workplace-focused instruction
- Interactive exercises and facilitated discussion
- Templates, checklists, assessments, and participant workbooks
- Clear learning objectives and application-focused outcomes
- 30-day action planning to support implementation after the workshop

Business Readiness Essentials™

Build the systems, visibility, and operating discipline that help a business stay ready for growth, opportunity, and change.

Workshop Overview

Business Readiness Essentials™ gives owners, managers, and emerging leaders a practical framework for strengthening the operating foundation of a small or growing organization. The workshop focuses on the everyday systems that make a business easier to manage: organized records, clear workflows, consistent routines, useful performance information, defined responsibilities, and disciplined follow-through. Participants examine where information is stored, how work moves through the organization, how decisions are made, and where preventable gaps create delay, rework, or risk. Through guided assessments and working exercises, participants identify their highest-priority readiness gaps and convert them into specific improvements they can begin immediately. The course is designed for organizations that want to be better prepared for growth, financing, hiring, tax preparation, leadership transitions, customer demands, audits, or unexpected change. Participants leave with a clearer picture of current operations, practical tools for improving consistency and control, and a focused 30-day action plan built around Receipt This's Organization -> Clarity -> Control -> Business Readiness framework.

Who Should Attend

- Small-business owners and owner-operators
- Managers, supervisors, and team leads
- Entrepreneurs preparing for growth or transition
- Business support and economic-development program participants

Business Readiness Essentials™

Learning Objectives

- Assess current business readiness across core operating areas
- Identify gaps in records, workflows, responsibilities, and follow-through
- Organize essential business information for faster access and decision-making
- Create repeatable operating routines and basic controls
- Define practical measures that improve visibility into performance
- Prioritize readiness improvements based on business impact
- Build a focused 30-day business readiness action plan

Key Topics Covered

- Business readiness framework
- Operational organization
- Records and document workflows
- Roles and accountability
- Recurring business routines
- Basic controls and checkpoints
- Management information and visibility
- Decision-ready records
- Growth and transition readiness
- Risk and continuity considerations
- Priority setting
- 30-day action planning

Business Readiness Essentials™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Beyond the Chair™

Business readiness for beauty professionals who want stronger systems behind the service.

Workshop Overview

Beyond the Chair™ is a practical business-readiness workshop created for salon professionals, independent stylists, barbers, nail professionals, estheticians, suite owners, and other beauty-service entrepreneurs. The course recognizes that technical skill and client service are only part of running a sustainable business. Participants learn how to organize the business side of their work so records, expenses, schedules, client processes, pricing decisions, and monthly review routines are easier to manage. The workshop avoids accounting jargon and focuses instead on practical systems that can be used immediately, whether the participant works independently, rents a booth or suite, or manages a small salon team. Guided exercises help participants identify where money, information, time, or follow-through may be slipping through the cracks and establish simple routines for greater clarity and control. Participants leave with templates, checklists, a personal readiness assessment, and a 30-day action plan designed to help them spend less time searching, reacting, and catching up—and more time operating with confidence.

Who Should Attend

- Independent stylists and barbers
- Nail professionals, estheticians, and beauty-service providers
- Booth renters and salon-suite professionals
- Salon, spa, and small beauty-business owners

Beyond the Chair™

Learning Objectives

- Separate service delivery from essential business-management responsibilities
- Organize receipts, records, and recurring business documents
- Create practical expense and mileage capture routines
- Review pricing and service decisions using clearer business information
- Establish consistent client and administrative workflows
- Identify time drains and preventable operational gaps
- Create a monthly owner-review routine
- Build a 30-day business readiness plan

Key Topics Covered

- Business readiness for beauty professionals
- Owner-operator mindset
- Records and receipt organization
- Expense and mileage capture
- Scheduling and client workflow
- Pricing awareness
- Cash-flow visibility concepts
- Monthly owner review
- Time and priority management
- Business boundaries and policies
- Growth readiness
- 30-day action planning

Beyond the Chair™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Small Business Operations Bootcamp™

A hands-on operating systems workshop for owners who need structure, consistency, and control.

Workshop Overview

Small Business Operations Bootcamp™ is an intensive, hands-on workshop for owners and managers who need practical operating structure without unnecessary complexity. Participants map how work currently enters, moves through, and leaves the business; identify recurring breakdowns; and design simple systems for documents, responsibilities, approvals, follow-up, and management review. The course emphasizes execution: participants work with checklists, process maps, responsibility tools, and action-planning templates rather than listening to theory alone. Key discussions address the operational friction that often appears as a business grows—information living in too many places, inconsistent handoffs, unclear ownership, missed follow-up, and decisions made without reliable visibility. Participants learn how to standardize critical routines while preserving the flexibility small businesses need. By the end of the workshop, each participant has identified priority processes to improve, clarified who owns key activities, selected practical checkpoints and measures, and built a 30-day implementation plan. The result is a more organized, repeatable, and manageable operating environment.

Who Should Attend

- Small-business owners
- Operations managers and office managers
- Entrepreneurs with growing teams
- Supervisors responsible for day-to-day execution

Small Business Operations Bootcamp™

Learning Objectives

- Map core operating workflows from start to finish
- Identify bottlenecks, handoff failures, and duplicate effort
- Clarify responsibility and ownership for recurring work
- Create practical standard operating routines
- Use checklists and checkpoints to improve consistency
- Select simple operating measures for management review
- Prioritize process improvements by impact and effort
- Build a 30-day implementation plan

Key Topics Covered

- Operating model basics
- Workflow mapping
- Process ownership
- Handoffs and communication
- Standard work and checklists
- Document organization
- Approvals and controls
- Follow-up systems
- Operational metrics
- Meeting and review rhythms
- Continuous improvement
- 30-day implementation planning

Small Business Operations Bootcamp™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Year-End Business & Tax Readiness™

Get organized. Know what you need. Be ready for tax season.

Workshop Overview

Year-End Business & Tax Readiness™ helps small-business owners and owner-operators organize the records, documentation, and recurring information needed for a smoother year-end close and more productive tax-season handoff. The workshop focuses on business organization and record readiness - not tax return preparation or tax advice. Participants review the records they have, identify common documentation gaps, organize receipts and source documents, strengthen expense and mileage capture, and create a practical year-end file structure. Guided exercises help participants build a checklist for gathering information, prepare questions for their qualified tax professional, and establish better recordkeeping routines for the coming year. Participants leave with a year-end readiness checklist, document organization tools, a tax-professional meeting checklist, and a focused action plan designed to reduce last-minute searching and improve business readiness.

Who Should Attend

- Small-business owners and owner-operators
- Independent contractors and self-employed professionals
- Entrepreneurs preparing for their first or next business tax season
- Business-support and economic-development program participants

Year-End Business & Tax Readiness™

Learning Objectives

- Assess year-end business record readiness and identify missing documentation
- Organize receipts, statements, source documents, and recurring business records
- Strengthen expense and mileage documentation routines
- Create a practical year-end digital and/or paper filing structure
- Prepare a complete information-gathering checklist for the tax professional
- Identify questions and unresolved items before the tax appointment
- Establish improved recordkeeping routines for the coming year
- Build a focused year-end business readiness action plan

Key Topics Covered

- Year-end business readiness
- Receipt and source-document organization
- Expense documentation and category review
- Mileage and vehicle recordkeeping
- Business bank and payment records
- Contractor/vendor documentation readiness
- Missing-record identification
- Digital tax-year file organization
- Tax-professional meeting preparation
- Document retention and retrieval
- Next-year recordkeeping routines
- Year-end action planning

Year-End Business & Tax Readiness™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour (Recommended) | 6-Hour | Full-Day
RECOMMENDED CLASS SIZE 12-20 Participants	**PARTICIPANT MATERIALS** Workbook • Readiness Checklist • Templates • Tax-Professional Meeting Checklist • Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Educational program only; no tax preparation, tax advice, accounting, bookkeeping, legal advice, or individualized tax guidance.

Building High-Performance Teams™

Turn a group of capable people into a coordinated team with shared expectations and accountability.

Workshop Overview

Building High-Performance Teams™ equips supervisors, managers, and team leaders with practical methods for creating stronger coordination, trust, accountability, and execution. Participants examine the difference between a group of individuals and a true team, then identify the operating conditions that help people perform consistently together. The workshop addresses team purpose, role clarity, expectations, communication norms, decision-making, conflict, feedback, and follow-through. Participants practice tools for clarifying responsibilities, conducting more useful team conversations, and addressing performance gaps before they become larger problems. The course also explores how leaders can create psychological safety without lowering standards, recognize different working styles, and establish routines that keep priorities visible. Exercises are designed to connect concepts directly to participants' real teams and workplace situations. By the end of the workshop, participants have a clearer team operating model, specific actions for strengthening accountability and communication, and a 30-day plan for improving one or more team-performance priorities.

Who Should Attend

- Frontline and mid-level managers
- Supervisors and team leads
- Project and cross-functional team leaders
- Emerging leaders preparing to manage others

Building High-Performance Teams™

Learning Objectives

- Define the characteristics of a high-performing team
- Clarify team purpose, roles, expectations, and decision rights
- Establish communication norms that support execution
- Strengthen accountability without creating unnecessary friction
- Use feedback to reinforce performance and development
- Address conflict and misalignment constructively
- Build team routines that keep priorities visible
- Create a 30-day team improvement plan

Key Topics Covered

- Team purpose and performance
- Role clarity
- Shared expectations
- Communication norms
- Trust and psychological safety
- Accountability
- Feedback and coaching
- Conflict management
- Decision-making
- Meeting effectiveness
- Recognition and reinforcement
- 30-day team action planning

Building High-Performance Teams™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Leadership Essentials™

Practical leadership skills for people responsible for results through others.

Workshop Overview

Leadership Essentials™ provides new and experienced supervisors with a practical foundation for leading people, setting expectations, making decisions, and maintaining accountability. The course focuses on the everyday behaviors that shape employee experience and team performance: communicating clearly, delegating effectively, coaching for improvement, responding to conflict, and following through on commitments. Participants explore the transition from individual contributor to leader and the importance of adapting leadership approaches to the needs of the person, task, and situation. Realistic exercises help participants practice difficult conversations, clarify expectations, and distinguish between coaching, directing, supporting, and delegating. The workshop also addresses credibility, consistency, judgment, and the leader's role in reinforcing organizational priorities. Participants leave with usable conversation frameworks, delegation and accountability tools, a clearer understanding of their leadership responsibilities, and a 30-day action plan for strengthening one or more leadership habits. The emphasis throughout is practical application rather than abstract leadership theory.

Who Should Attend

- New supervisors and managers
- Experienced leaders seeking a practical refresher
- Team leads and project leaders
- High-potential employees preparing for leadership

Leadership Essentials™

Learning Objectives

- Explain the shift from individual contributor to leader
- Set clear expectations for performance and behavior
- Choose an appropriate leadership approach for the situation
- Delegate work with clear outcomes and follow-up
- Use coaching and feedback to improve performance
- Prepare for and conduct difficult conversations
- Strengthen credibility through consistency and accountability
- Build a 30-day leadership development plan

Key Topics Covered

- Leadership role and mindset
- Expectations and standards
- Situational leadership
- Delegation
- Coaching
- Feedback
- Accountability
- Difficult conversations
- Decision-making
- Conflict response
- Leader credibility
- 30-day development planning

Leadership Essentials™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Professional Communication™

Communicate with clarity, credibility, and purpose across workplace situations.

Workshop Overview

Professional Communication™ helps employees, supervisors, and managers communicate more clearly across conversations, meetings, email, and workplace interactions. The workshop begins with a simple premise: communication is effective only when the intended message is understood and produces the needed next step. Participants learn how to organize messages, choose the right level of detail, listen for meaning, ask better questions, and adapt communication to different audiences and situations. The course addresses common workplace challenges including unclear requests, assumptions, defensive reactions, difficult conversations, excessive email, and meetings that end without ownership or action. Participants practice concise message structure, active listening, constructive feedback, and methods for confirming decisions and responsibilities. Special attention is given to tone, professionalism, and communicating under pressure. Participants leave with practical communication frameworks, meeting and email checklists, and a 30-day plan for improving a specific communication habit that affects their effectiveness at work.

Who Should Attend

- Employees at all organizational levels
- Supervisors and managers
- Customer-facing professionals
- Project and cross-functional team members

Professional Communication™

Learning Objectives

- Structure messages for clarity and action
- Adapt communication to audience, purpose, and channel
- Use active listening and effective questioning techniques
- Reduce misunderstandings by confirming expectations and next steps
- Write clearer, more concise workplace email
- Give and receive constructive feedback
- Navigate difficult conversations with professionalism
- Build a 30-day communication improvement plan

Key Topics Covered

- Communication fundamentals
- Audience and purpose
- Message structure
- Active listening
- Questioning techniques
- Email effectiveness
- Meeting communication
- Feedback
- Difficult conversations
- Tone and professionalism
- Communication under pressure
- 30-day skill planning

Professional Communication™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Time, Priorities & Productivity™

Move from constant activity to focused execution on the work that matters most.

Workshop Overview

Time, Priorities & Productivity™ gives professionals a practical system for managing competing demands, interruptions, deadlines, and recurring responsibilities. Rather than promising to create more time, the workshop helps participants make better choices about attention, priority, and follow-through. Participants examine how their time is currently used, identify common productivity drains, and distinguish urgent work from high-value work. The course introduces practical methods for planning the day and week, grouping similar work, protecting focus time, managing email and interruptions, and creating reliable follow-up systems. Participants also learn how unclear priorities, overcommitment, and poorly designed workflows can create avoidable stress and rework. Exercises allow each participant to redesign a real workweek and identify specific boundaries, routines, and tools that fit their role. Participants leave with a personalized priority framework, practical planning templates, and a 30-day productivity plan focused on sustainable improvement rather than short-term intensity.

Who Should Attend

- Professionals managing multiple priorities
- Supervisors and managers
- Administrative and operations staff
- Project-based and customer-facing employees

Time, Priorities & Productivity™

Learning Objectives

- Identify the highest-value uses of work time
- Distinguish urgent activity from important outcomes
- Plan daily and weekly work around priorities
- Reduce avoidable interruptions and context switching
- Create reliable systems for follow-up and commitments
- Manage email and meetings more intentionally
- Set practical boundaries around competing demands
- Build a 30-day productivity improvement plan

Key Topics Covered

- Priority setting
- Time-use assessment
- Daily and weekly planning
- Focus management
- Interruptions
- Email management
- Meeting discipline
- Follow-up systems
- Delegation and workload
- Boundaries and overcommitment
- Personal workflow design
- 30-day productivity planning

Time, Priorities & Productivity™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Customer Experience Excellence™

Design consistent customer interactions that build trust, loyalty, and reputation.

Workshop Overview

Customer Experience Excellence™ helps organizations turn good intentions about service into repeatable customer experiences. Participants examine the full customer journey—from first contact through delivery, follow-up, problem resolution, and repeat business—and identify the moments that most influence trust and loyalty. The workshop distinguishes customer service from customer experience and shows how policies, handoffs, communication, response time, and employee judgment shape what customers actually experience. Participants map a real customer journey, identify friction points, and develop practical standards for communication and recovery. The course also addresses how to handle expectations, complaints, and service failures without becoming defensive or making promises the organization cannot keep. Exercises emphasize consistency, ownership, and closing the loop. Participants leave with customer-experience standards, a simple journey map, service-recovery tools, and a 30-day action plan for improving one or more high-impact customer touchpoints.

Who Should Attend

- Customer-facing employees
- Supervisors and service managers
- Small-business owners
- Operations and support teams that affect customer outcomes

Customer Experience Excellence™

Learning Objectives

- Differentiate customer service from customer experience
- Map key stages and touchpoints in the customer journey
- Identify friction that weakens trust or creates repeat contacts
- Set clear service expectations and communication standards
- Respond to complaints and service failures constructively
- Use service recovery to rebuild confidence
- Create ownership and follow-through across handoffs
- Build a 30-day customer experience improvement plan

Key Topics Covered

- Customer experience fundamentals
- Customer journey mapping
- Moments that matter
- Expectation setting
- Communication standards
- Handoffs
- Complaint handling
- Service recovery
- Employee ownership
- Consistency and standards
- Feedback and learning
- 30-day CX action planning

Customer Experience Excellence™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Change Management™

Help people understand, adopt, and sustain change while keeping operations moving.

Workshop Overview

Change Management™ provides leaders, managers, and project stakeholders with a practical approach for moving people through organizational change. Whether the change involves technology, process, structure, policy, or growth, successful implementation requires more than a project plan. Participants learn to identify who is affected, anticipate resistance, communicate the reason for change, define new expectations, and reinforce adoption after launch. The workshop emphasizes the connection between operational change and human behavior: people need clarity about what is changing, why it matters, what they must do differently, and where to get support. Participants work through a current or realistic change scenario, develop a stakeholder map, identify adoption risks, and create communication and reinforcement actions. The course also addresses change fatigue, manager alignment, training needs, feedback loops, and measures of adoption. Participants leave with a practical change plan and a 30-day set of actions for improving readiness, adoption, and sustainability.

Who Should Attend

- Managers and supervisors leading change
- Project managers and implementation teams
- HR, operations, and training professionals
- Leaders responsible for technology or process adoption

Change Management™

Learning Objectives

- Assess the people impact of a proposed change
- Identify stakeholders, influence, and adoption risks
- Explain change in clear business and employee terms
- Plan communication by audience and stage
- Anticipate and respond to resistance constructively
- Align training, support, and reinforcement with new expectations
- Select practical measures of adoption and sustainability
- Build a 30-day change action plan

Key Topics Covered

- Change readiness
- Stakeholder analysis
- Case for change
- Communication planning
- Resistance
- Manager alignment
- Training and support
- Adoption planning
- Feedback loops
- Change fatigue
- Reinforcement and sustainment
- 30-day change planning

Change Management™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

Business Process Improvement™

Make work simpler, faster, clearer, and more consistent by improving the process—not just pushing people harder.

Workshop Overview

Business Process Improvement™ teaches participants how to examine everyday work, identify waste and friction, and redesign processes for better quality, speed, consistency, and ownership. The course uses an accessible improvement approach appropriate for organizations that want practical results without requiring prior Lean, Six Sigma, or process-engineering experience. Participants learn to define a process, map the current state, distinguish value-added work from avoidable effort, identify root causes, and design a realistic future state. The workshop addresses delays, rework, unclear handoffs, duplicate entry, excessive approvals, missing information, and inconsistent methods. Participants also learn how to test improvements on a small scale, assign ownership, select useful measures, and sustain gains after implementation. Working exercises center on real processes participants know. By the end of the course, each participant has a documented improvement opportunity, a proposed future-state process, and a 30-day implementation plan that balances operational benefit with practical feasibility.

Who Should Attend

- Operations and administrative professionals
- Supervisors and managers
- Project and continuous-improvement teams
- Employees responsible for recurring workflows

Business Process Improvement™

Learning Objectives

- Define process boundaries, customers, inputs, and outputs
- Map a current-state business process
- Identify waste, delays, rework, and unnecessary complexity
- Use root-cause thinking before selecting solutions
- Design a clearer and more efficient future-state process
- Assign process ownership and practical measures
- Plan small-scale testing and implementation
- Build a 30-day process improvement plan

Key Topics Covered

- Process definition
- Current-state mapping
- Customer and value perspective
- Waste and friction
- Handoffs and delays
- Root-cause analysis
- Future-state design
- Standardization
- Process ownership
- Measures and controls
- Testing and sustainment
- 30-day implementation planning

Business Process Improvement™

Workshop Details

WORKSHOP FEATURES Instructor-led • Interactive • Exercises • Discussion • Action Planning	**DURATION** 3-Hour | 6-Hour (Recommended) | Full-Day
RECOMMENDED CLASS SIZE 12–20 Participants	**PARTICIPANT MATERIALS** Workbook • Assessments • Templates • Checklists • Certificate • 30-Day Action Plan
DELIVERY OPTIONS Open Enrollment • Private Company • On-Site • Virtual • Conference	**IDEAL CLIENTS** Technology Centers • Colleges • Universities • Chambers • SBDC • Corporate

PRESENTER Kimra L. Willoughby, MBA • Receipt This™ • receiptthis.com

RECEIPT THIS, LLC

Practical Learning. Immediate Application. Measurable Results.

Receipt This™ Workforce Development Workshops provide practical, application-based training that helps professionals, teams, and organizations strengthen workplace skills, improve operations, and achieve measurable results.

PRACTICAL TRAINING
Real-world skills you can apply immediately

INTERACTIVE LEARNING
Engaging exercises and facilitated discussion

ACTIONABLE TOOLS
Templates, checklists, and resources to drive results

MEASURABLE OUTCOMES
Clear next steps and 30-day action planning

EMPOWERING PEOPLE. STRENGTHENING BUSINESSES. BUILDING READINESS.

2026-2027 WORKFORCE DEVELOPMENT WORKSHOP CATALOG

Edmond, Oklahoma
Serving Edmond, NW OKC & Deer Creek

receiptthis.com

kimra@receiptthis.com