

Title: The Spark of Leadership – How Adam is Shaping Culture Through Curiosity, Persistence and Respect

Background: Adam has been a key contributor to the operational end-to-end improvement journey throughout the year. While he hasn't completed an A3, his impact runs deeper than a document. Adam brought energy, insight, and a learner's mindset to every conversation, and that's what makes him stand out.

Why Adam Deserves Recognition: Adam is what you want in every CI initiative: someone who is *all in*, even when they're juggling competing demands. Seconded to another project for six months, he still made time to show up, stay engaged, and keep learning. He became known for:

- Asking thoughtful questions that sparked “a-ha” moments across the group
- Leaning into uncomfortable conversations and staff resistance with respect
- Persistently advocating for progress without blame or ego
- Reflecting on his own learning journey and growing from it

A Future People Leader in the Making: Adam's biggest strength isn't just his technical input — it's his *emotional maturity*. He doesn't posture as the expert. He listens, absorbs, adapts, and leads with humility. He's shown he can build trust with long-tenured staff while gently challenging the idea that “this is just how it's always been.”

What He Did Beyond the A3:

- Participated actively in the full crematorium process improvement work
- Took ownership of the 2 *Second Lean* pre-course reading and devoured it
- Collected and compiled participant feedback to support course momentum
- Reflected weekly on his own learning and shared insights with the team

Quote from Leadership: “Adam doesn't need a title to lead. He's leading through mindset, through action, and through curiosity. His respect for others and commitment to growth is laying the foundation for future leadership.”

Why This Matters: Leadership isn't just about who finishes a project. It's about who *shows up*, who grows, who lifts others. Adam represents what continuous improvement is really about — changing how we think, how we listen, and how we work, one spark at a time.

What's Next:

- Continue Adam's development with opportunities for team facilitation
- Keep nurturing his leadership capacity through coaching and CI exposure
- Use Adam's example as a reminder that contribution comes in many forms