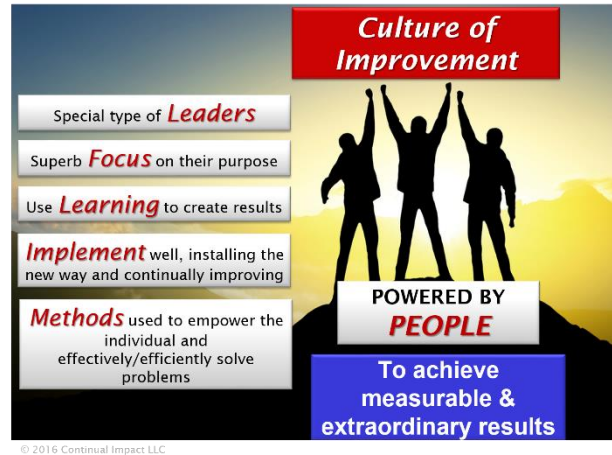


Are you seeking to create an organization culture where everyone is actively solving problems and improving the organization's outcomes and performance every day? In this training, you will learn the organizational elements needed to be in place to create this culture, complete your organization's diagnosis, learn how to apply the diagnosis results in your annual improvement plans, and how to help teams effectively achieve the plans.



Course Goal:

To increase organization culture of quality improvement knowledge and skills and use them to focus and maximize your continual quality improvement (CQI) activities and results.

Time Frame: 16 hour classroom training (tell, show, do, recycle framework; with role play/application)

Knowledge and Skills Gained:	Training Outcomes/Deliverables:
<ul style="list-style-type: none"> ▪ Elements of a CQI culture and how they support performance 	<ul style="list-style-type: none"> ▪ Completed Culture of Quality Self-Assessment that provide an understanding of your organization's current culture
<ul style="list-style-type: none"> ▪ Ability to self-assess organization's culture of quality improvement 	<ul style="list-style-type: none"> ▪ Prioritized cultural data as input to annual improvement planning
<ul style="list-style-type: none"> ▪ How to engage leadership to understand the importance of a CQI culture and how the elements support the culture 	<ul style="list-style-type: none"> ▪ 1-3 draft project plans to address prioritized gaps, derived from the summary report
<ul style="list-style-type: none"> ▪ Developing gap closure strategies and include them in an annual improvement planning 	<ul style="list-style-type: none"> ▪ CQI project framework (Project team PrISM (Problem Investigation and Solution Method): a combined guide, document, and storyboard)
<ul style="list-style-type: none"> ▪ Standard project approach to achieve the improvements 	
<ul style="list-style-type: none"> ▪ Communication skills to involve and inform the organization 	

Continual Quality Improvement Tools Used:

Evaluation	Communication	Problem Solving
<ul style="list-style-type: none"> ▪ Roadmap Culture of Quality Improvement Self-Assessment Tool ▪ Roadmap Self-Assessment scoring summary ▪ Employee survey ▪ Team survey ▪ Radar chart 	<ul style="list-style-type: none"> ▪ Presentation material to increase understanding and commitment ▪ Communication strategy and ROAMMM 	<ul style="list-style-type: none"> ▪ Cause & Effect Analysis ▪ Prioritization ▪ Project PrISM ▪ Improvement tool selector

Who Should Participate: Improvement leaders, managers, or directors

Agenda:

<p>Day 1:</p> <ul style="list-style-type: none"> ▪ Gain a deeper understanding of a culture of quality improvement ▪ Begin assessing your organization ▪ And developing gap closing strategies using the Roadmap to a Culture of Quality Improvement Self-Assessment tool
<p>Day 2:</p> <ul style="list-style-type: none"> ▪ Continue assessing your organization ▪ And developing gap closing strategies using the Roadmap to a Culture of Quality Improvement Self-Assessment tool ▪ Learn how to incorporate the culture assessment results and other data into the annual quality improvement plan ▪ Learn and practice developing resulting project plans

Prerequisites (helpful, not required):

- Introduction to Improvement: “Seeing the Possible”
- Foundational Continual Improvement

Recommended Next Step:

- Execute plans, track, and celebrate improvements
- Contact Us: Continual Impact LLC
1-877-252-5804
www.continualimpact.com