

Foundational Continual Improvement Course: Essentials for Creating a Culture of Improvement

Continual improvement is all about engaging and empowering all organization members in actively improving their workplace and work processes every day, in order to achieve sustainable success beyond historical norms and what is even thought possible. This Essentials for Creating a Culture of Improvement course, “Foundational Continual Improvement” focuses on the Improvement Champion role.

Course Goal:

Participants will learn foundational continual improvement methods in order to develop additional knowledge and skills using the Tell/Show/Do/Recycle learning approach. Education and classroom practice is focused on the skills needed to effectively communicate and work with teams and individuals, how to start an improvement project, and how to gather information from those individuals.

So that:

- Participants can be successful in applying foundational improvement techniques to problems
- Participants will be interested in and prepared for additional improvement education
- Results are improved at a rate greater than in the past
- Participants and other team members are eager to create more improvement

Time frame: 8 hours

Knowledge and Skills Gained:

- Understand the importance and techniques of good communication and Working with Others skills

Communication Skills Model



Building Better Ideas

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- How to frame the problem (capture the project’s gap and set effective goals and measures)
- Understand how to establish an effective project team
- How to effectively and efficiently capture a team member’s work process knowledge and experiences

Getting Another’s Point of View

- Clarifying
- Confirming

Giving Your View

- Constructive Feedback
- Hitchhiking



Who Should Participate:

- Improvement Champions (those specially selected to lead the effort to embed improvement in the organization)
- Individuals seeking to grow and expand in their role

Agenda:

1. Working with Others (Training, Exercise)
2. Goal Setting & Measures (Training, Exercise)
3. Project Team Membership (Training, Exercise)
4. Gathering Practical Knowledge (Training, Exercise)

This course is offered in conjunction with other Improvement Champion courses so that participants can learn and immediately apply those learnings to an improvement project. See “Essentials for Creating a Culture of Improvement: Improvement Champion”. The Improvement Champion training includes

- Introduction to Improvement: “Seeing the Possible”
- Foundational Continual Improvement
- Process Mapping
- Problem Solving and Solution Identification
- Kaizen
- And Improvement Planning.



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Recommended Prerequisites:

- **Introduction to Improvement: “Seeing the Possible”** Overview of improvement with hands on simulation of running an organization, seeing the changes that are possible and receiving a basic understanding of QI techniques
- **Individual Contributor - Essentials for Participating in a Culture of Improvement** (Hands-on training to identify, evaluate, and implement individual or small team workplace and work process improvements)

Recommended Next Steps:

- Look for waste in your role and try to eliminate it
- Complete a personal improvement project team
- Learn more about improvement (reading, training, conferences)
- Receive additional Improvement Champion - Essentials for Creating a Culture of Improvement training
 - Foundational Continual Improvement
 - Process Mapping
 - Problem Solving and Solution Identification
 - Facilitating the Kaizen Process & techniques
 - Improvement Planning