



Virtual training, with immediate practice applying the education can be an effective way to learn and gain new skills. These 2-hour education and practice modules, listed below, are available to help you gain more knowledge and skills and continually improve performance. Contact us to explore what training and practice modules best help you close gaps.

The Goal is TO: Expand performance improvement training knowledge, skills, materials, and impact.
FOR: You and team members.

SO THAT: (What are the benefits from achieving the goal (“TO”)?)

Team Benefits: Accelerate & improve performance of your team. Achieve goals faster, easier, and with better results. Continual return on your training investment. Tackle bigger problems with confidence.

Organization Benefits: Better focus. More energy, excitement, and activities to continually improve. Increase use of creativity and skills of team members. Have some fun that leads to pride of accomplishment. Solve problems faster, easier, and with better results.

Personal Benefits: Professional skill development. More knowledge, skills, & confidence that can be applied over & over. Lead improvement faster, easier, and with better quality. Grow your capacity, performance improvement confidence, and impact.

CONDITIONS: (What requirements or limitations exist?)

- Education modules are provided in 2-hour sessions.
- Training includes interactive, engaging activities.

STANDARDS: (How will you measure success?)

What	How Measured	Target
Benefits of this workshop	Benefit to you on 1-9 scale	>7 average (greatly benefited)
Knowledge	Increase in knowledge (pre-post survey)	>25% knowledge increase

BY: The Education & Practice Session Options

2-Hour Education Modules and Objectives

1. Working-With-Others Communication Skills

Objectives: Understand and immediately begin using 4 active communication techniques (verbal and written) to create a more positive working relationship with others and decrease waste, improve problem solving and innovation through better understanding of each other.

2. Getting Focused with a Good Goal Statement

Objectives: Understand when, where, and how to set a goal. Understand how to write a good goal statement, all components. Practice; give & receive feedback on goal statements.

3. Value and Waste – Helping Others See It and What to Do with It

Objectives: Understand value and forms of waste. Understand where and how to identify value and waste. Practice seeing it! Identify actions to begin decreasing waste and increasing value.

4. Value/Waste Analysis

Objectives: Understand how to evaluate process value and waste. How to analyze value/waste% of time and quality. Practice identifying where to begin improving. How to quantify the improvement impact.

<p>5. Assessing your Organization's culture Objectives: Understand what and why of creating an organization culture of CQI using a self-assessment test. Begin evaluating the 6 cultural elements. Understand how and where to utilize the assessment results to continue building your culture.</p>
<p>6. What are your Customers saying and what do we do about it? Objectives: Understand where and how to obtain customer data and information. Understand and practice how to analyze data using a Quality Function Deployment technique and how and where to utilize the conclusions.</p>
<p>7. What are your Employees saying and what do we do about it? Objectives: Understand where and how to obtain employee data and information. Understand and practice evaluation techniques and how and where to utilize the conclusions.</p>
<p>8. Learn from the past, change the present, create the future! Objectives: Understand and practice the 4-Step lessons learned method to analyze your performance. Identify data-based reasons for performance (both good and bad). Extract learnings. Practice creating proactive and preventative actions to lock in the good and prevent repeating undesirable outcomes.</p>
<p>9. Leading team huddles Objectives: Learn about team huddles and where they can be used. Appreciate the benefits huddles can bring. Learn how huddles are conducted and participate in a team huddle.</p>
<p>10. Process Performance Measures Objectives: Understand how to identify and select measures. Understand what is needed to define a measure and why it is important. Understand how to communicate and use measures to improve performance.</p>
<p>11. Process Mapping – Value Stream Mapping to see and focus on the overall process Objectives: Understand what, where, and why of value stream mapping so the organization can focus on the priority improvement areas. Understand and practice creating a value stream map. Understand how to use a process map to improve performance.</p>
<p>12. Process Mapping – Sub Process Mapping to understand the detailed process Objectives: Understand what, where, and why of sub-process mapping so insights can be gained into improvement opportunities and enable standardized work. Understand and practice creating a process map. Understand how to use a process map to improve performance.</p>
<p>13. Problem Solving Overview Objectives: Gain a refresher and practice on the 5-steps of problem solving including what, when, and how of problem solving; how to use and prioritize data and information to understand the problem; how to perform a 5 Whys; and techniques to identify and prioritize solutions that prevent problems from recurring.</p>
<p>14. Creating Standardized Work Procedures (aka standard operating procedures) Objectives: Understand and practice the technique to document a current, best known work process for members to follow in a standardized & consistent manner.</p>
<p>15. Implementing Improvements so They Stick Objectives: Understand and practice the purposeful and practical 5 processes to fully implement improvements so that the change sticks.</p>
<p>16. Helping others Embrace Change – Stakeholder Analysis Objectives: Develop additional knowledge and skills in helping others accept, manage, and embrace changes. Understand and practice using a stakeholder analysis to evaluate each stakeholder's change influence and acceptance to develop actions to help stakeholder embrace the change.</p>

<p>17. Helping others Embrace Change – Communication Planning Objectives: Develop additional knowledge and skills in helping others accept, manage, and embrace changes. Understand and practice using a communication plan to identify and manage communications regarding an upcoming or in-progress change.</p>
<p>18. Helping others Embrace Change – Writing Effective Communications Objectives: Develop additional knowledge and skills in helping others accept, manage, and embrace changes. Understand and practice using a technique to create communications that effectively share information that is clear, concise, answers questions, and invokes desired results and actions.</p>
<p>19. Addressing Problematic Behaviors Objectives: Develop additional knowledge and skills and techniques to identify and resolve resistance and problematic behaviors.</p>
<p>20. Is this Project Worth Our Time? Objectives: Understand and practice how to evaluate a project's Return on Investment.</p>
<p>21. Basic Statistics - 2 2-hour sessions Objectives: Understand statistic concepts and terminology. How and where to gather data. How to represent data and draw conclusions.</p>
<p>22. Strategic & Annual Planning Process Overview Objectives: Understand the process and use of data to create a 3-5-year strategic plan. Understand the process to create an Annual plan. Understand how to cascade plans throughout the organization, team, and individuals to improve priorities, alignment, and results.</p>
<p>23. So many issues and wastes AND so many different CQI methods and techniques. Where do I begin? Objectives: Understand the potential and applicability of CQI improvement methods. Learn how to select and target the best CQI method for the opportunity so that you can most effectively and efficiently solve different problems.</p>
<p>24. Effective & Efficient Decision Making Objectives: Understand and learn the impacts of using the 4 types of decision-making methods. Practice using the methods in different scenarios to build skills in selecting the decision-making method and making the best decisions!</p>

What You Get

- Materials (training slides, activities, templates, and examples) are provided for your internal use.
- Use of Continual Impact's Zoom platform.
- Use them freely and well inside your organization.

Continual Impact www.continualimpact.com

Pam Vecellio, pam.vecellio@continualimpact.com 484-866-1139

Chris Bujak, chris.bujak@continualimpact.com 610-762-4635