

## Creating a Culture of Improvement: Foundations of Continual Improvement

A lot of continual improvement is based on important core skills that are the foundation of further learning. How do you lead improvement teams to find solutions without having skills in listening, building ideas and providing feedback? Create and align a team to a clear and comprehensive goal? Measure the benefit? How about understanding how to step through the improvement cycle so that data is evaluated, solutions identified, tested, lessons extracted and the solution install effectively? Manage the change to help the team to accept the new process? Whether you are just starting or had some introductory training, this course, “Foundational Continual Improvement” focuses on developing the foundation of high performing Improvement Champions!

*“Working with Others (WVO) skills were extremely important to pull the experiences and ideas from the team. WVO was my best friend.”*

### Course Deliverables:

- **Knowledge, skills, and job aids** in foundational continual quality improvement
- Peer-peer **practice**
- One-on-one application **coaching** time
- **Membership** into a continual improvement community of practitioners
- **8 hours of continued education**

### Course Goal:

Participants will build foundational continual quality improvement knowledge and skills. Education and classroom practice is focused on the **skills needed to effectively communicate** and work with teams and individuals, how to **start and guide an improvement project**, and **how to help manage changes to solve problems** so that you can:

- ✓ Be successful in applying foundational improvement techniques to problems
- ✓ Gain interest in and be prepared for additional improvement education
- ✓ Engage and involve team members in solving problems and creating measurable improvements
- ✓ Improve results at a rate greater than in the past

**PrISM** (Problem Investigation and Solution Method)

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### **Knowledge and Skills Gained:**

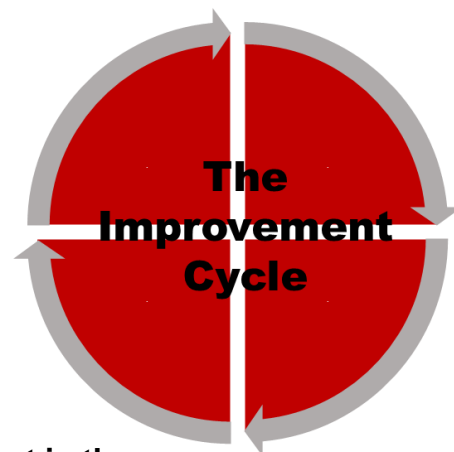
- Understand the importance and techniques of good communication by developing your “Working with Others” skills
- How to frame the problem and capture the project’s gap
- Set effective goals and measures with a comprehensive goal statement that can be used for improvement projects, meetings, chartering teams, and life.
- Understand a comprehensive and effective framework for how to guide teams through their improvement project
- How to effectively and efficiently manage changes resulting from problem solving and improvement projects

### **Time Frame:**

- 8 hour classroom training (tell, show, do, recycle framework; with simulation/role play/application)
- Up to 2 hours of additional one-on-one coaching

### **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:**

<b>1. Effective communication using Working with Others* (Training, Practice)</b>
<b>2. Establishing problem statement with Gap, Goal, and Measures (Training, Practice)</b>
<b>3. Guiding a team step by step through an improvement project</b>
<b>4. Concepts of change, change management process, and techniques to help manage change (Training, Practice)</b>

This course is also offered in conjunction with other Improvement Champion courses so that participants can learn and immediately apply those learnings to an improvement project. The Improvement Champion training includes

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

## Prerequisites (recommended, not required):

- Participating in a Culture of Improvement:
  - 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 continual improvement techniques
  - Individual Contributor (Hands-on training to identify, evaluate, and implement individual or small team workplace and work process improvements)

## Next Steps:

- Try modeling the techniques and applying these methods to solidify your skills
- Complete a personal improvement project
- Learn more about improvement (reading, training, conferences)

- Next Step - Contact Us:

Continual Impact LLC

1-877-252-5804

[www.continualimpact.com](http://www.continualimpact.com)

\*[https://www.vitalentusa.com/learn/drive\\_ei.php](https://www.vitalentusa.com/learn/drive_ei.php)



Change has an underlying process and uses the methods of improvement (e.g. root cause problem solving) to solve problems