

High performing organizations are 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. **An essential key to your organization’s success and the development of your most important resource – People is through you as Leaders (anyone who observes and directs the work of others).** This Leading a Culture of Improvement course provides teaching and application of critical leadership knowledge, skills, and abilities.

## Course Goal:

To understand the role, behaviors, and skills of leaders in a high performing culture of improvement

## Knowledge and Skills

### Gained:

- Continual improvement – What, Why, and How
- Understand the organization’s current culture
- The importance of people in a culture of improvement
- Communication Skills
- Leadership problem solving
- The structure and resources needed
- Leadership behaviors that support and enable the culture



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**Time frame:** 8 hours (tell, show, do, recycle framework; with role play/application)



## Who Should Participate?

Anyone who observes and directs the work of others

- 1<sup>st</sup> line supervisors
- Managers
- Directors

## Agenda:

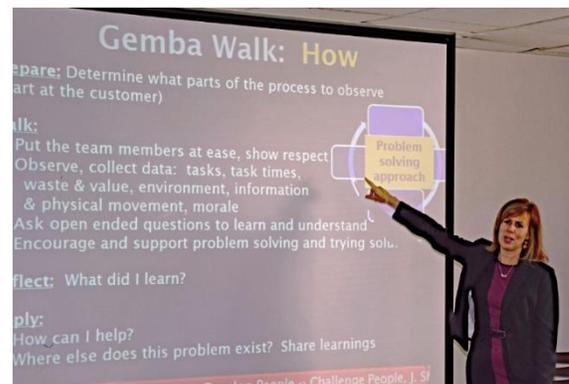
1. Create a picture of a culture of improvement (Training, Practice)
2. Understand the importance of People in a culture of improvement (Training, Practice)
3. Understand the structure and resources needed (Training, Practice)
4. Understand the behaviors that support and enable the culture (Training, Practice)

## 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)

## Recommended Next Steps:

- Sponsor and participate in projects / Kaizen events as a participant
- Support the time required for individuals to learn and teams to improve their processes
- Use the continual improvement methods
- Go to the gemba to help your team identify and use data, value, waste to gain insights and make decisions
- Look for waste in your role and try to eliminate it
- Challenge the amount of results that can be achieved
- Learn more about your role (reading, training, conferences)



***“Consistently be conscious of how my attitudes/behaviors impact the culture.”***