



Corporate Coach Group

Training that transforms



Training Plan
Continuous Improvement Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Continuous Improvement Course Summary

Continuous improvement training shows you how to translate a desire for better results, into practical reality.

Continuous improvement training teaches us that we achieve big improvements, by making small improvements. Every day we look for multiple, simple, easy steps that accumulate over time.

This one-day training course will help you reap the benefits of continuous improvement. You will gain the knowledge, skills and attitudes, that will make continuous improvement a reality for you and your teams.

Learning Outcomes for the Continuous Improvement Course

- Continually improve your team's ability to get better results
- Create and sustain a progressive culture
- Improve your communication; make it more future focused
- Improve your ability to solve problems before they can occur
- Banish the "If it aint broke, don't fix it" mentality
- Improve your invention, innovation and creativity
- Harness the power of continuous improvement

Customer Review

“ Really enjoyed the outline of the course. Some very useful tools that we practised putting into action ie Boxes. Very open learning environment. Trainer was very good! Great at listening to questions and very good at explaining.

*Annie Shaw
Shaws (Huddersfield) Ltd*



Continuous Improvement Training Course Overview

We have divided this course into four sections.

Continuous improvement is a state of mind

Many people are only dimly aware of the concept of continuous improvement. Many people have the idea that improvement is a result of government action, or decisions made by the management.

Many people don't feel inclined nor empowered, to start where they stand, and to improve those things that lay within their immediate vicinity.

Continuous improvement is the idea that we are all responsible. We can all contribute. If we each took, just "one small step," then that would mean a "giant leap" for all of us.

Continuous improvement is an expression of a positive mental attitude.

Continuous improvement is a definite process

The general principle is easy to understand. The practical application of the principle is just as easy.

Continuous improvement is a circular model made up of only five major parts: Purpose, plan, action, feedback change.

Only five words to learn, fully understand and then implement.

Continuous improvement as a set of definite skills

The five basic concepts: goal, plan, action, feedback, change, each contain a set of definite personal skills, that combine to make your continuous progress inevitable.

We will look at each skill set, and we will explain how to: define clear goals, build practical plans, take priority action, monitor recent feedback results, immediately correct what is not good, and systematically improve upon what is already good.

We would like to go, from good to great, and from great, to the best on the planet.



Application of continuous improvement to your own practice

Now we have the concepts, skills and language of continuous improvement, we apply them to our own context. We explain how we could each add value to the whole, by making small, easy, incremental, evolutionary steps forward.

Customer Review

“ The tools and insights given on the course were eye-opening and I can envisage using them immediately and across many areas of my work and personal life. It's a lot more involved a subject than you expect. The trainer's presentation was comprehensive, clear, easy to understand.

*Hope Fotheringham
Ebiquity*

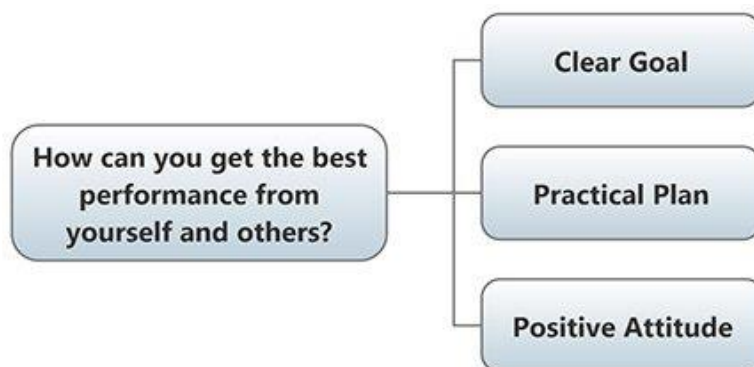


Continuous Improvement Training Course Details

Morning Session

Continuous improvement, what is it?

Continuous improvement is a system of good attitudes, ideas and practices which, when combined and implemented, leads to a constant progression in every aspect of your organisation's products, services and methods.



Continuous improvement is evolutionary progression

The principle underpinning continuous improvement is simple: big things can be seen as the combination of a larger number, of small things.

In the natural world, evolution works by this same principle: big change is achieved by means of small change.

Continuous improvement is an evolutionary progression, which means it relies, not on making huge, expensive and disruptive changes every once in a while, but rather, making innumerable smaller, easier improvements, practically every day.

We will discuss, what would happen if we all improved a tiny bit, every day.

Why continuous improvement is important

Continuous improvement is important because we live in a competitive world. Everywhere there are people providing alternative products and services, that are in direct competition with yours. To live long and prosper, we must keep moving forward.

What if we fail to improve, and instead, we just repeated what we are doing now, for the next five years?

Why failure certainly is an option

Failure is an option, and many organisations do fail. Partly because they become complacent. Many people think they have a winning formula. A set way of doing things, that they believe is the best way.

But what is best today, is second-best tomorrow. Within a year, practically everything we know now will be outdated.

It is important to keep progressing, just to keep up with the current rate of change.
How fast is your industry changing?

Continuous improvement is an expression of personal empowerment

Continuous improvement suggests that everyone in the organisation is empowered to improve the system. Improvement is not just the responsibility of “the management”.

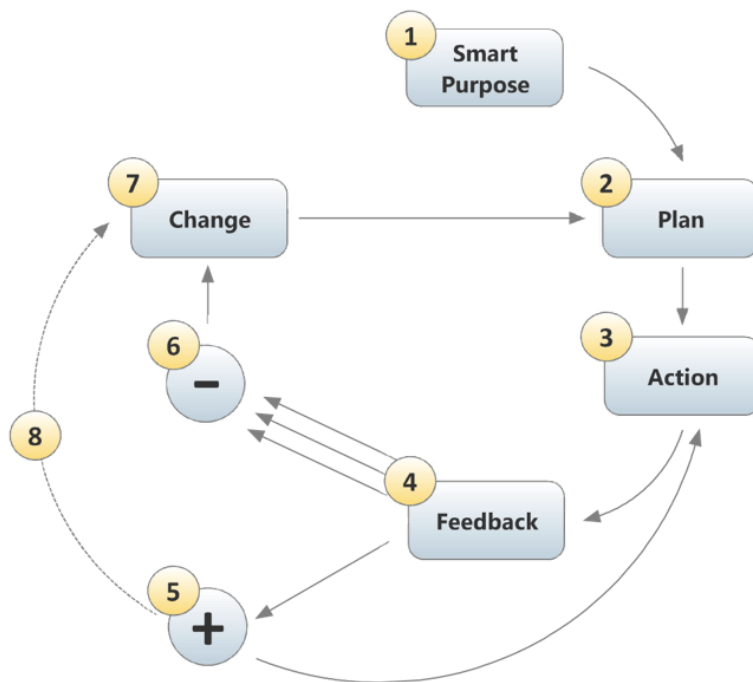
Continuous improvement suggests that we can all “start where we stand”, and make whatever small improvements are possible within our own sphere of influence.

Right now, name one small step you could make.

Continuous improvement as a series of definite steps

Now we get into the details of continuous improvement. It is based upon five key concepts: purpose, plan, action, feedback, change.

We will take them one at a time and investigate their inner secrets.

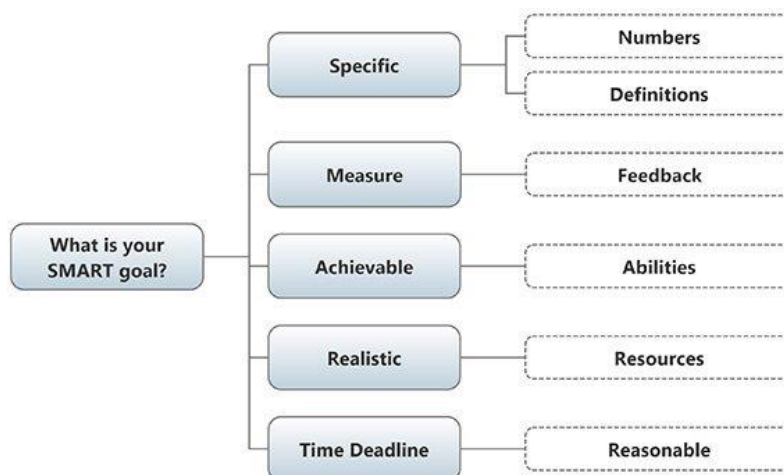


Goal focused v drifter mentality

The first step to making improvements is to have a goal-focused mind.

The alternative is having a drifter mentality.

What are the long-term consequences of drifting, with no clear goals for a better future?





Afternoon Session

A Planned approach to improvement

Continuous improvement is not based upon luck. It is based upon systematic and detailed planning. The alternative to planning is not planning, simply reacting to circumstances as they occur.

Why do you think so many people don't plan ahead?
What are the benefits of having a definite plan, to guide actions?

Priority action

The plan generates many possible actions. Not all of them can be done today. So we prioritise our actions according to their value and logical sequence.

How do you currently prioritise your time?
Could you make any improvements in your current methods?

We will show you how to prioritise more effectively.

Observe the feedback results

Some people say, "No news is good news." They are wrong. No news is not good news. No news is, no news. No news only means we cannot be sure of what is going on.

Feedback is important information and gathering it is a crucial aspect of your service.
Could we make any improvements in the gathering and interpretation of feedback results?

Correct what is not good

The continuous improvement cycle means we need to be willing to look honestly at what we are doing and ask, "what is not good?". The ability to be honest with yourself and others, and not to evade problems, omissions, errors and inefficiencies, is important.

Equally, we must be willing to bite the bullet and make changes to our current systems, even if we are comfortable with them.

What is there in your current set up, which is deficient, ineffective, old fashioned and needs to be updated?



Improve what is already excellent

Continuous improvement is not only about improving what is bad, it is also about improving upon the best you have.

Let us assume that even if your service is the best in the world, it is not perfect, because, nothing is perfect.

We know that we will not ever reach perfection, but the attempt is worth the effort. What is the best part of your current performance, and how could you make it even better?

Never stop believing

Continuous improvement is not like going on a diet. It is not something that we do for a little while and then, when we hit target-weight, we go back to normal eating.

Continuous improvement is continuous.

It is a way of life, a belief system, a habit pattern, a success formula.

It is easier to do than not to do, because failure is harder to deal with, than success.

To be successful, keep believing in continuous improvement.

What can we do to make sure this training sticks?

Customer Review

“ This training course was just what I was looking for. The captions noted at the back of the book throughout the day have been exceptionally helpful. The training day has been enjoyable with lots of interaction. As an introvert this is a huge step in my development. Timings were kept, and the trainer was helpful answering various questions during the day.

*Claire Jones
Solace*

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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Customer Reviews

- “ The course was well structured with a good flow of topics which led onto the next topic. I liked the interactive part, working with the other attendees. Thank you for delivering a course with NO power point slides. It was really refreshing. The trainer's presentation was excellent! Informative, engaging, very knowledgeable and the real-life examples were excellent.

*Pam Holley
RWE Supply and Training*

- “ The course content contained a number of key tools that I can use with my direct reports and in relation to my own performance. Able to use immediately. The course brought out a number of areas, previously learned, back to the surface. The trainer's presentation was clear, direct and great pace. Managed all delegates expectations well. Positive environment for learning.

*Dave Jackson
International Greetings UK Ltd*

- “ Training course content was challenging, but interesting and informative. Very clear ideas, which will be very useful in my future endeavours. Trainer's presentation was excellent, friendly, funny and delivered the message. Definitely would enjoy doing another course with Gezz sometime in the near future.

*Janice Chaoul
Saudi International School*

- “ The course was interesting, broad and well thought out. Plenty of topics and examples for understanding. Very good course and thoroughly enjoyed. Trainer's presentation was excellent, enthusiastic, concise and well explained. Moved at a good pace and didn't get bogged down on one or two subjects.

*Ronnie McLean
Speakerbus*