One Day Continuous Improvement Training
Continuous Improvement Training

1) Your organisation relies upon innovation, exceptional service and strong relationships.
2) Your mission is to provide the best services and products in the industry.
3) Your organisation has recently experienced many changes in relation to its organisation. It is still in a state of flux.

With that in mind, you have decided to present, to selected members of your team, a One-day Continuous Improvement Course.

The purpose is to:
1. Highlight the concepts of Continuous Improvement to the team.
2. To discover how they may apply the concepts in their daily practice.
3. To provide a common frame of reference so that they are all “singing from the same hymn sheet.”

What is continuous Improvement?
Continuous improvement is formed of three major elements combined:
1. An 8-part method,
2. A set of related skills,
3. A positive mind-set.

The three major elements combine to form a process of progressive innovations, adaptations and changes, which ensures that your organisation will achieve all its stated goals.

1. Continuous improvement as a method: Continuous improvement is a circular method of eight specific steps that you repeat and that results non-stop progress.
2. Continuous improvement as a skill set: The circular C.I. Method depends upon a set of distinct skills, abilities and disciplines, that you put into practice on a daily basis.
3. Continuous improvement as a mindset: The special skills are underpinned by a unique mind-set; a positive attitude that we call Rational Optimism.
Continuous Improvement Course Objectives
The objectives of this training are to...

1. Continually improve your team’s ability to get better results.
2. Create and sustain a progressive continuous improvement culture.
3. Improve your communication; eliminate errors based upon misunderstandings and miscommunication.
4. Improve your ability to solve problems before they occur.
5. Banish the “If it aint broke, don’t fix it” mentality.
6. Improve invention and creativity.
7. Harness the power of continuous improvement and use it to achieve your goals.

How many people are doing the training?
Numbers of staff to be trained:

When will the training take place?
TBA

Where is the training location?
In-house

What is the content of the course?
The content of the course is set out below:
Continuous Improvement Training -

We are here to answer this important question:

“How can we continually achieve better results?”

We can continually achieve better results only if we engage in a process of “Continuous improvement”.

Continuous improvement is formed of three major elements combined:
  1) An 8-part method,
  2) A set of related skills
  3) A mind-set, a positive attitude.

These three elements combine to form a process of progressive innovations, adaptations and changes, which ensures your organisation will achieve all its stated goals.

Part one: Continuous improvement as an 8 Part method: Continuous improvement is a circular method of eight specific steps that you repeat and that forms a process of non-stop progress.
The continuous improvement method
Continually improve everything you do:

The C.I. Method is composed of eight subsets. Each one of the subsets contains its own skill sets. The basic formula is:

1. **Clarity of Purpose**: Clarity of purpose is the starting point of all achievement.
2. **Planning**: (The P-list activities, Prevention of error, Perfecting, Personal-initiative and Progressive thinking.
3. **Priority Action**: Find the most efficient use of your time and other resources.
4. **Feedback**: Accurate measurement of feedback results of your recent actions.
5. **Positive feedback**: What has been going well? Learn from success.
6. **Negative**: What has not been going so well? Learn from failure.
7. **Change**: Based upon the negative feedback, what do we need to improve?
8. **Innovate**: Based upon the positive feedback, how can we make our service even better?

Part two: Continuous improvement as a skill set

1. **Continually improve your Goal focus**
   How to set and communicate your goals.
   Why goal focus is vital to your success.
   What happens if the goal is vague or ambiguously worded?

2. **Improve your ability to communicate your message**
   Your communication needs to be clear, accurate, brief and persuasive.
   Your goal is to eliminate errors or upsets caused by poor communication.
   Tips on how to improve the accuracy of your communication.

3. **Improve your decision-making skills**
   Your success depends upon your ability to make the right decisions.
   Decision-making comes in six forms:
   1. Yes or No? Should we or should we not? decisions
   2. Which one / what kind? decisions
   3. What is the Priority order (by value)?
   4. What is the priority order (by logical sequence)?
   5. Problem, cause, solution. (Thinking backwards in time)
   6. Problem, potential implications, countermeasures. (Projecting forwards in time).
4. Improve your innovation, imagination and creativity
If the solution to your problem does not currently exist, you may have to invent it!
Notes on improved creativity.

Part three: Continuous improvement as a mindset.
These special skills are underpinned by a unique mind-set; a positive attitude that we call Rational Optimism.

Attitude determines results

The self-fulfilling prophecy:

Confident emotions → Effective actions
Confident thoughts → Better results

Two opposing attitudes:

1. "If it ain’t broke, don’t fix it"
This is non-progressive thinking.

2. Continuous improvement
This is progressive thinking. It is an argument for improving what is already good and working well. Continuous improvement is a formula for continued success.
We summarise this attitude as “We’re happy but we’re never satisfied”.

Summary and action plan
The method of training is as follows:

The training is to be:
- Delivered in an enthusiastic and interesting way that will involve all the delegates.
- Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
- Highly practical, structured and organized.

The training method follows this general pattern:
1. The trainer gives a clear explanation of the point in question.
2. Then the trainer will demonstrate the principle and gives specific examples.
3. Then, the delegates practice by doing an exercise with each other.
4. The delegates practice by doing exercise with the trainer.
5. All points are supported with full written notes to take away.
6. Delegates are asked to write down an associated action, for each point made.
7. (At the end of the day, we have about twenty such actions, from which the delegates choose six which are the most personally meaningful).
What are the costs / investments?

**In-house course**
Daily rate is £1,950 + VAT for up to 20 delegates.
Plus £80 for each additional delegate over 20.
Plus, hotel accommodation for trainer if needed (*Premier/Holiday inn; not the Hilton*)

**The training days are inclusive of:**
- Full days training
- Full course notes
- Written action plan to take away
- Access to our post course portal
- Plus, three months FREE telephone coaching to answer any on-going questions

**Plus, free telephone coaching!**
To answer any on-going questions, you will also receive email and telephone support from your trainer after you have attended the course.

**We suggest the following plan of action:**
You please send to me:
1. Any amendments or changes you wish to make to the programme.
2. Your thoughts
3. The plan of action

**Thank you**

Corporate Coach Training Ltd
Walcot House
Parton Road
Gloucestershire
GL3 2JJ

Email: Lindsey@CorporateCoachGroup.com
Tel: +44 (0)1452 - 856091

**A word from our previous delegates...**
For feedback, video testimonials and list of companies that have benefited from our training programmes please follow this link