



Continuous Improvement in Teams

1 day course (or can be run as a ½ day course)

The purpose of the course is to give the attendees a basic knowledge of the concept of continuous improvement, but more importantly the skills and confidence to develop a culture of this in their teams. The technicalities of continuous improvement will be delivered to the team leaders in a separate session from both internal experts and external (through clients).

This training course focuses on encouraging teams to participate in continuous improvement both on a day-to-day basis and in specific meetings. It will also help managers to learn how to recognise achievements in this, and will cover the basic skills to be able to run a meeting and generate discussion.

Style of delivery

The training will be very interactive, while still ensuring that the key learning is taken from it. There will also be plenty of opportunity for the attendees to discuss any concerns they may have and also to have a go at running a meeting.

It is suggested that this course is followed up by the trainer being part of the first continuous improvement meeting for each attendee, to offer them support and also give feedback afterwards.

Content

After the course attendees will:

- Understand the basic concept of continuous improvement
- Appreciate the importance of continuous improvement to the business and its customers and contacts
- Know what should be considered when planning a continuous improvement activity, such as a meeting
- Be able to run an effective meeting
- Have gained an overview of problem solving techniques to be able to use when needed
- Be able to encourage continuous improvement at all times and also to recognise achievement in this area.

What others have said about this course

“Very informative, clear tutoring; thoroughly enjoyed the course.”

“Very helpful course, and adapted to our business.”

**To find out more or to book this course for your team, call us on
01536 215240 or email emma@gatewayhr.com**