

## Programme Outline CI Leadership

**Summary:** A Leadership-level course to build understanding of the principles of Continuous Improvement AND to build capability of leaders to drive Continuous Improvement by asking questions, applying key principles and planning their own actions. The format of the course enables delegates to apply their learning within the session so as to build competence and confidence in questioning and challenging others. The course is an essential element of the CI Training Ladder.

**Aimed at:** Board-level Leadership Team and Senior Leaders

**Prior qualifications/experience:** No specific qualifications/experience is required

**Duration and Format:** 2 x 5 hour sessions delivered on separate days or in a single day (0800-1300 and 1400-1700) by 2 Capella trainers

**Objectives:** By the end of the programme, participants will be able to:

- Explain and share their company CI strategy
- Drive their CI strategy by asking questions and applying key principles
- Understand key tools from the Lean and Six Sigma toolset
- Understand their role and the role of others in delivering the business's CI strategy
- Understand the effect of leadership behaviours on establishing and building a positive climate for CI
- Develop and share their personal action plans for CI

**Content:**

- Setting the scene – Current state and future plans for your organisation
- CI Overview – Identifying opportunities, Process Thinking, key methods
- Key Tools Overview and questions for Leaders to ask:
  - 5S, Visual Management, “Go Study, Understand” and Problem Statements – what’s the problem?
  - Data Collection Planning and MSA – where’s the data?
  - Root Cause Analysis and Verification – how do we know we’ve got to the root cause and the problem has gone away?
  - Control Planning – what’s in place to make sure the problem won’t come back?
- Leadership role in driving CI strategy:
  - Leadership Climate Grid
  - Personal and Interpersonal Intelligences
  - Core Practices
  - Creating the right climate for CI
- Action planning and Next Steps
  - Communication and questioning to drive CI language
  - Demanding improvements to drive CI application
  - Recognition to drive the right behaviours
  - Integration of principles and tools into daily processes to drive good practice

Leadership and Personal Development, Strategic Management, Lean Six Sigma & Quality Tools