

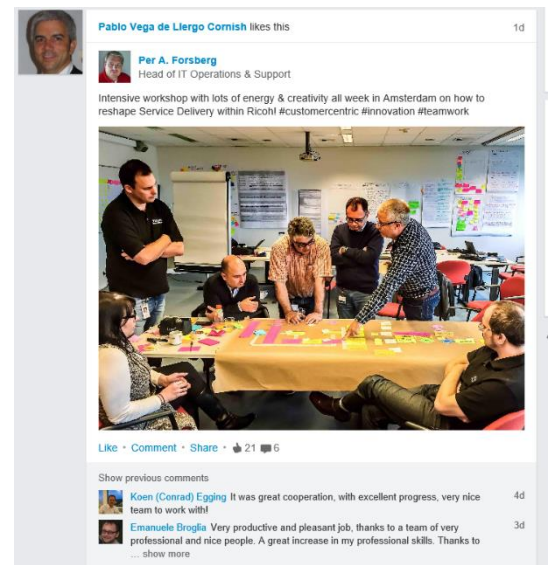
# Facilitating Skills for CI Workshops (1-day)

Continuous Improvement efforts rely strongly on effective team based working for their success and to bring cross functional input and engagement. When we train and coach Continuous Improvement practitioners, we discover that many lack confidence or experience in facilitating workshops, Kaizen events or other group based activities, and as a result don't achieve the best possible outcomes.

Team based working is an expensive resource, so it's vital we maximise the quality and quantity of the outputs achieved.

This is an intensive one-day training workshop programme dedicated to facilitation and workshop skills in the context of the most common core tools and techniques used in the Lean and Lean-Six Sigma methodologies.

Delegate materials will be provided and reinforced by case studies, real-world examples, video, exercises and team based discussions to bring the concepts to life.



## Who is the course for?

This training is suitable for all continuous improvement practitioners who are seeking to enhance their workshop preparation and execution skills.

Some previous CI tool knowledge will be assumed; e.g. what is a Problem statement, process map or SIPOC diagram.

The content covers the spectrum from basic to advanced thinking, based on > 30 years of experience and hard lessons; there is valuable content for every level.

## How can I take this course?

This course is delivered as an intense 1-day classroom programme.

## Facilitating CI Workshops - Course Content

The programme is composed of the following sections:

- **The Basics**
  - Preparation, agenda/timing, workshop tools and materials
  - The role of pre-calls and pre-work
  - Getting the right environment for the work
  - Good and bad practice with common presentation tools and techniques
- **Starting well**
  - Beginning with punch!
  - Setting expectations, roles and responsibilities – who can help/hinder us?
  - Car Park and Ground rules for managing behaviour
  - Use of photographs and daily 'Newspapers'
- **The effective facilitator**
  - Opening out and Closing down. Engaging others
  - Using the room and establishing the Dynamic
  - Body language
  - Synthesising and summarising

Decision-Making approaches

- **Work shop activities – getting the best from**

Problem Statements and SIPOC

Affinity Diagrams

Current and Future state process mapping

Creative thinking tools – Brainstorming (positive and negative), 6 Thinking Hats, Springboarding

Fishbone and 5-Why's

Prioritisation tools

- **Dealing with people**

Managing behaviours and conflict

Interventions

- **Ending well**

Ending tools

Action planning and Action Chronology

## Supporting Materials

To reinforce and support those attending the training we will supply a wi-ro-bound copy of all the slides and exercises, along with any templates that are used during the session.