



**'No individual is perfect,
but a team can be'**



▶ **QUALITY IMPROVEMENT ACTION TEAMS**

Quality Improvement Action Teams are based on a simple premise: The people who know most where the difficulties are and where improvements can be made are the people who work in those areas.

It can be quite challenging to obtain your employees ideas.

- How do we find the time to let our employees solve problems and still do their regular work ?
- Should the manager lead the team?
- What problem-solving techniques should they use ?
- What resources will they require ?

The Quality Improvement Action Team workshop will answer these questions.

WHO IS IT FOR?

- It is for anyone required to lead or be a member of a problem-solving team
- It is an ideal workshop for the newly-formed team
- It is an excellent workshop for those faced with an organisational problem which they have been unable to solve alone
- It is a useful workshop for the team who want to improve the way they work together to solve problems



WHAT WILL IT COVER?

The workshop will take participants through a problem-solving process and the management of group dynamics. It will cover subjects such as:

- Understanding team roles
- Managing group dynamics
- Clarifying the problem
- Identifying the causes
- Evaluating the causes
- Data collection and analysis
- Identifying solutions
- Developing action plans

COURSE DURATION:

3 DAYS

NUMBER OF PARTICIPANTS:

8 - 20