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# Workshop Introduction

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## Quality Improvement Team Needs

The Facilitating and Leading Quality Improvement Teams workshop prepares leaders and facilitators to lead and support quality improvement teams. As a result of this workshop, facilitators and team leaders will be well prepared to assist their quality improvement teams to work together effectively.

Whether you are attending Facilitating and Leading Quality Improvement Teams (FLQIT) as a team facilitator or a team leader, you have a pivotal role in the success of a team's quality improvement project. There are three major areas where team members need skills to be productive team members.

### **QUALITY IMPROVEMENT TEAMS NEED**

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#### **To Learn:**

- The Juran Quality Improvement Process
- How to carry out a quality improvement project

LFQ101

## **QUALITY IMPROVEMENT TEAMS NEED**

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### **To Practice Teamwork:**

- Communicate effectively
- Solve problems as a group
- Resolve conflict within the group
- Make decisions as a group

LFQ102

## **QUALITY IMPROVEMENT TEAMS NEED**

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### **To Make Every Meeting Productive:**

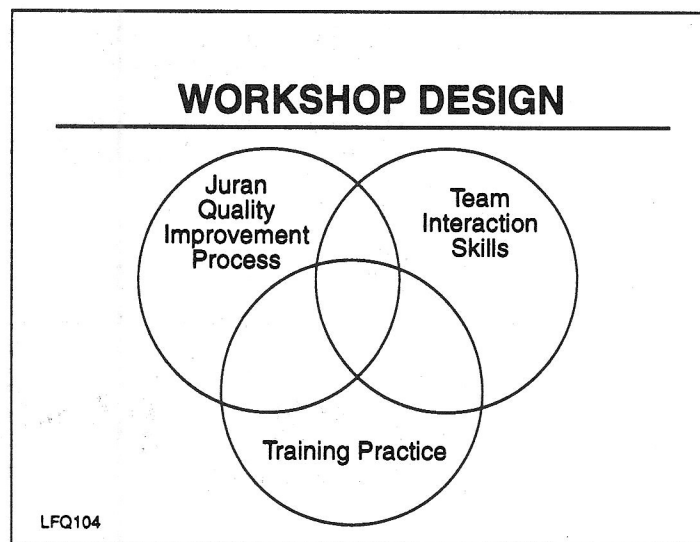
- Reach meeting objectives
- Make progress on the quality improvement project
- Manage the team interactions

LFQ103

## Integrated Design

The Facilitating and Leading Quality Improvement Teams workshop has three overlapping and integrated areas of focus that are learned simultaneously during the five days of the workshop.

The result is that at the end of the workshop, you will have a solid understanding of the QI process, will be able to apply team interaction skills to keep your team working together effectively, and will be able to train your team during quality improvement project team meetings.





## Workshop Objectives

The following are the workshop objectives and what you, as a participant, should be able to do upon completion of the workshop.

### **WORKSHOP OBJECTIVES**

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**Participants will:**

- Understand quality improvement project team roles
- Understand and apply the Juran Quality Improvement Process
- Be able to lead and facilitate a quality improvement team project

LFQ105

### **WORKSHOP OBJECTIVES**

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*(cont'd)*

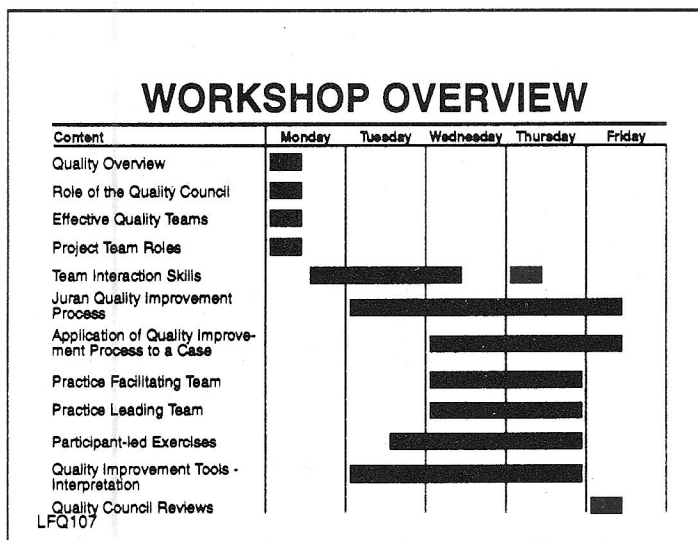
**Participants will:**

- Be able to conduct a QI training session
- Apply team interaction skills to improve meeting effectiveness
- Use resources and exercises and apply back on-the-job

LFQ106

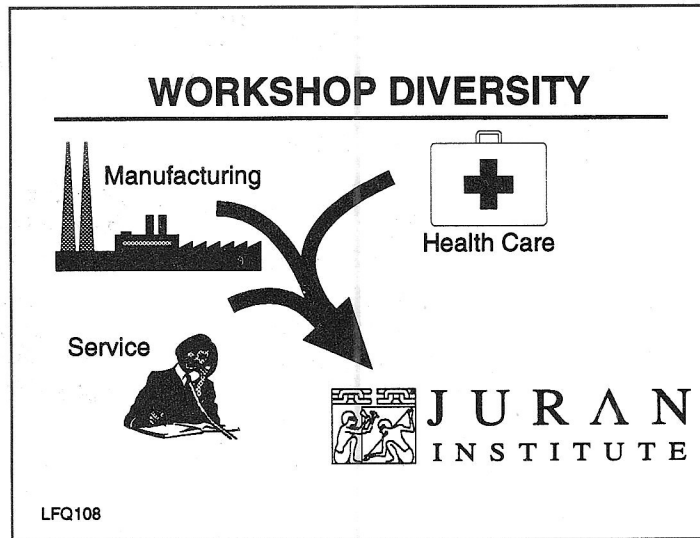
## Workshop Overview

This chart demonstrates how the content and the design features are incorporated into the workshop design.



## Workshop Diversity

The workshop is geared for participants who are just starting in the role of facilitator and leader and those who have had experience with teams. This group is made up of people from many industries, e.g., manufacturing, service, and health care.



## Workshop Positioning

The FLQIT workshop has been offered for decades and has helped thousands of facilitators perform their role. It is based on proven Juran quality improvement methods.

FLQIT and Teaching Quality Improvement Tools (TQIT) are companion workshops.

### **WORKSHOP POSITIONING**

- Based upon proven Juran Quality Improvement Process
- Tested and refined over decades
- Designed for leaders and facilitators
- Companion: Teaching Quality Improvement Tools
- Ideal when FLQIT is attended first

LFQ109

## Daily Agendas

Below are the daily agendas for each day of the workshop.

### MONDAY

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- Quality overview
- Role of the Quality Council
- Effective quality teams
- Project team roles
- Introduction to participant-led exercises
- Team interaction skill building
  - Making decisions
  - Listening and questioning

LFQ110

### TUESDAY

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- Team player survey
- Juran Quality Improvement Process
- JQIP application
  - Quality Improvement story
- Team interaction skill building
  - Feedback
  - Effective meetings
- Participant-led exercises

LFQ111

## WEDNESDAY

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- JQIP application
  - Case
- Team Leader and Facilitator practice
  - Case team meetings
- Team interaction skill building
  - Team dynamics
- Participant-led exercises

LFQ112

## THURSDAY

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- JQIP application
  - Case
- Team Leader and Facilitator practice
  - Case team meetings
- Team interaction skill building
  - Negotiating differences
- Participant-led exercises

LFQ113

## FRIDAY

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- JQIP application
  - Case
- Team Leader and Facilitator practice
  - Case team meetings
- Quality Council reviews

LFQ114

## Learning Contracts

Learning Contracts will help you identify ideas and concepts that you *personally* want to apply back on the job. You will find these in the Appendix. The Appendix is also a handy place to hold case studies and prework.