

Workshops Topics

Topic	Title	Summary
<u>Leadership</u>	Leading Excellence	Provides a valuable insight into how top-performing organisations currently lead improvement and prioritise change activity ensuring that they take an holistic approach to achieving excellence
	Leadership & Management*	Aims to uncover what leadership means in practice focusing on the key role that leaders play in an effective organisation and the various components that come together to create a truly exceptional leader.
<u>Strategy</u>	Accelerating Change *	Enables managers and leaders to manage change more effectively by understanding how to get to grips with a process for change to make any transformation successful.
	Customer driven excellence	Helps managers and leaders to fully recognise, understand and manage the expectations of the individuals and groups that influence their business using a variety of easy-to-use business models.
	Strategy Development	Aimed at those who are involved in developing an overall strategy. It takes delegates through strategic planning in a logical way to help identify the most effective approach for their organisation.
<u>People</u>	People Excellence	Aimed at helping leaders and managers to release the talent of their people, giving them confidence to make their own decisions and to change their organisation's culture through inspiration not instruction.
Continuous Improvement	Introducing Project Management *	Helps achieve a practical understanding of the processes and skills involved including: The project management cycle, roles, creating the project plan and delivering and completing the project.
	Facilitation Skills *	Provides delegates with a practical understanding of the processes and skills required to make a good facilitator, enabling groups to function effectively and make high-quality decisions.
	Tools & Techniques for Continuous Improvement *	Introduces 10 simple-to-use practical tools and techniques for solving problems in a fun and engaging way and ensure delegates at all levels are able to implement them to deliver improvements in activities they are involved in

<u>Process</u>	Process management	Designed for anyone with responsibility for managing a process exploring how an understanding of a high level process map and tools of process control are essential to effective processes.
	Process Mapping *	Supports employees of all levels who are looking to improve business processes through the use of some simple process mapping techniques which can be used to identify improvements in productivity and efficiency
	Root Cause Analysis *	Exploring in detail the team based problem solving tools of root cause analysis that is so critical to an improvement project enabling delegates to get below the symptom of the problems they encounter
Lean	Introducing Lean *	Introduce the principles of lean and waste through practical demonstration, highlighting how Lean tools and techniques will not only help to streamline processes, but also to reduce waste and make direct savings on the bottom line.
	Lean Practitioner (3 days 2-1) *	Specifically designed for employees at all levels who are familiar with the principles of lean, but want to develop their facilitation skills and confidence to applying lean tools and techniques
	Lean DMAIC programme (5 days 1-1-1-1-1)	Provide action based training for project teams undertaking process and service reviews using the DMAIC project improvement structure with lean process improvement tools and techniques
Six Sigma	Introducing Six Sigma/ DMAIC *	Outlines the basic concepts of Six Sigma, how it differs from other improvement approaches and the benefits that it can bring to your organisation with a key focus will be on DMAIC methodology.
	Six Sigma (Green Belt 5 days)*	Providing those who are delivering or leading process improvement projects within their organisation with the knowledge and skills to undertake a six sigma project
	Six Sigma (Black Belt 20 days)	Providing those within the organisations with expertise and knowledge of the complete set of six sigma tools and methods to oversee and ensure delivery of a number of six sigma projects
<u>Results</u>	Implementing a Balanced Scorecard	Developed for leaders and managers who are involved in setting their organisation's strategy and targets It helps delegates to establish if their organisation measuring the right things.
	Operational performance measurement	Provides managers and supervisors with a simple framework to identify the measures that they need to monitor and manage to ensure a high performing team.