

RPI Workshop Leader Training*

**This course is taught onsite at client organizations.*

Pre-Requisite (Required): Lean Leader Training

This week long training will support managers and internal consultants as they begin to lead Rapid Process Improvement (RPI) workshops. All phases of the workshop will be taught and practiced, with emphasis on Assessment and Planning.

PI Workshop Leader Training Participants Will:

- ✓ Learn the key outcomes and tools used in the RPI Assessment and Planning phases
- ✓ Practice diagnostic and planning skills by doing case studies
- ✓ Practice Assessment and Planning reporting skills using actual cases
- ✓ Review the standard RPI agenda and practice skills required to lead a workshop
- ✓ Learn what makes the Follow Up phase successful and the tools required to sustain workshop gains
- ✓ Benefit from the presenters' practical knowledge and experience in a variety of industries including healthcare

SAMPLE AGENDA

Day 1 • 8:30-4:30

OVERVIEW OF WORKSHOP LEADER ROLES AND PHILOSOPHY OF WORKSHOP
ASSESSMENT PHASE LECTURE AND CASE STUDY
PLANNING PHASE LECTURE

Day 2 • 8:30-4:30

PLANNING PHASE CASE STUDY
WORKSHOP PROCESS AND PRACTICE
PREPARATION FOR ONSITE CASE STUDIES

Day 3 • 8:30-4:30

ON SITE CASE STUDIES
PREPARATION OF ASSESSMENT REPORTS
PRACTICE ASSESSMENT REPORTS
CONSULTING SKILLS PRACTICE

Day 4 • 8:30-4:30

FOLLOW UP AND SUSTAINING TOOLS

Day 5 • 8:30-4:30

DEVELOPMENT ASSESSMENT
RPI PLANNING
REPORT OUTS

Here is what participants have to say about the JWA RPI Workshop Leader Training:

“The small group activities were very useful. I felt I got a chance to practice the principles . . . very practical; aimed at applying the principles taught in Lean Leader Training.”

“The practice cases, which got us from theory to action, were invaluable.”

“The workshop provides great tools for data analysis, process walk checklists, quality system analysis and other wonderful handouts. There was lots of great, useful relevant content.”

“When I went outside my own business to do a process walk in another organization it helped me see another organization's pain and know there were methods I could use to help.” (Referring to onsite case study.)

“We tried for two years to get a rapid improvement initiative off the ground resulting in two workshops of limited success. Several months after completing this course, we completed five workshops with dramatic results and have managers lining up for more.”

SEMINAR LEADERS

Lainie Conley has been leading change in organizations for over fifteen years. Her expertise includes Lean process improvement, healthcare facility design, strategic planning, and internal organization training and coaching. Trained with Shingijutsu Co., Ltd, Lainie began her Lean work in manufacturing with Genie Industries and has traveled around the world studying lean operations. Her passion is team coaching, competitive collaboration, and integrating the needs of people into the change process. She has provided Lean consultation and strategic planning guidance to Swedish Medical Center, Seattle Children's Hospital, Children's Hospital and Clinics of Minnesota, Kindred Hospital, MemorialCare Health System, and Microsoft Corporation. It's not all work: Lainie is an avid ice-climber, a certified yoga instructor and is completing a Masters degree in Organizational Psychology with Prescott College.

Teresa Deason brings over 30 years of business experience in management, marketing, project management, facilitation, training, quality improvement and lean. With a track record of delivering bottom line results, Teresa has led lean implementations for McCaw Communication enterprises, Cable Plus, Genie Industries, Jefferson Healthcare and Children's Hospitals and Clinics of Minnesota. Her lean expertise includes implementation of lean management systems, value stream improvement, internal consultant development, training and executive and management coaching. Prior to consulting, Teresa held executive management positions in Quality, Operations and Marketing. She has a B.B.A. Degree from Texas State University.

TO REGISTER

*This course is offered as an onsite training course at your location.
Please call Kitty Searles, JWA Training Manager, at
425-283-6747 or kitty@jwaconsulting.com*

ONSITE SUMMARY

RPI Workshop Leader Training (*Lean Leader Training required*) – 5-Day Course; JWA Delivers Training (Maximum: 15 Participants)

JWA provides all training material, delivery and planning support; JWA conducts pre-training "readiness check" to review case study processes, training preparation and logistics set up; client provides the following to the specs set by JWA:

- Training Room and Breakouts (including supplies and work stations for case study debriefs)
- LCD projector/screen/speakers
- Daily break and lunch food
- Supply list provided by JWA
- Case study arrangements
- Gifts for case study areas

(Note: Plan on a minimum of 5 days of internal performance improvement/lean staff time to prep for this type of delivery.)