

# Team Excellence Workshop

## Description

This course enables the participant to better manage their workgroup by creating a team strategy, identifying and developing processes, creating and using metrics to manage the work, and embracing a continuous improvement program to close performance gaps.

## Learning Objectives

Participants will learn how to proactively plan and problem solve. They will learn to consider the system to guide proactive planning, how to develop a strategy, build a measurable process, and be introduced to a number of continuous improvement strategies.

- Identify the characteristics of a system.
- Develop and deploy a team strategy.
- Define a process and identify how the work implements the strategy.
- Define a metric and understand how to instrument a process and create key performance indicators.
- Identify performance issues and create continuous improvement actions to remedy performance gaps.

## Knowledge Areas Covered

- Systems Thinking
- Strategy Development and Deployment
- Process Creation and Management
- Metrics Creation and Management
- Process Improvement Strategies
- Problem Solving Workshop (A3 Improvement Approach)

## Audience

Individuals and leaders interested in predictably achieving their desired goals.

## Course Cap

18 participants

## Required and Supplementary Student Materials

None - a Student Handbook will be provided. [Look Inside!](#) [1]

## Course Outline

### Part One

- Proactive Definition
- Exercise: Planning a vacation
- Systems thinking
- Video: Theory of Constraints - bottleneck example
- Developing a strategy
- Exercise: Develop a team strategy
- Process thinking
- Homework: Continue team strategy, develop team's process architecture

### Part Two

- Metrics
- Exercise: Develop one or two metrics (from the team strategy)
- Continuous Improvement Approaches
- A3 Continuous Improvement Method
- Exercise: Brainstorming, Multi-voting, Ranking

## Sign Up

Ceptara provides this program to organizations as part of their internal training courses or as a standalone program. [Learn more and Request a FREE Quote...](#) [2]

If you are an individual interested in this program, this course is offered via open enrollment at Everett Community College and Cascadia College in Washington state.

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### Links:

[1] [http://www.ceptara.com/training/texworkshop/material\\_snippet](http://www.ceptara.com/training/texworkshop/material_snippet)

[2] <http://www.ceptara.com/lp/customtraining?channel=web&program=texworkshop>

[3] <http://www.campusce.net/everett/category/category.aspx?S=333>