



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Teamwork—**
Organizes work tasks, people, and resources to deliver most effectively on organization goals.
- **Change Management—**
Proactively seeks opportunities to redirect self, others, and the organization to achieve desired results.
- **Creative Thinking—**
Innovative.
Incorporates existing ideas and new ideas in a unique approach to resolve issues and capitalize on opportunities.

RELATED COMPETENCY CATEGORIES:

- **Initiative—**
Proactively makes things happen.
Evaluates self and others and takes positive corrective action. Is self-disciplined.
- **Communication—**
Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

Process Improvement

SUMMARY

A collaborative, team approach to process improvement increases possibilities and buy-in. This starts with clarifying and communicating existing processes and applying four methods to make sustained improvements.

CONTEXT

People and organizations often go on “auto-pilot” because processes are in place to keep results flowing. One problem with this is that you often fail to examine these systems and make sure that you understand them, that they add value, and that there might be a better way. On the other hand, people may be reluctant to challenge the status quo.

In this module, you will be able to take a close look at some of the processes in place in your organization with constructive discontent. You will clarify your existing processes and discover ways to improve, change, or abolish them. Most importantly, you will capitalize on the knowledge and abilities of colleagues and teams to improve existing processes.

At the completion of this module, participants will be able to:

- Clarify existing processes to understand why we do what we do
- Learn methods to improve existing processes
- Explain processes to others to increase understanding and buy-in

“A problem well stated is half solved.”
—Charles Kettering