

Improve your process improvement

**Get better at getting better with the best bits of
agile, lean, complexity theory and systems thinking**

Why: facilitate continuous improvement and sustainable
change

Who: Managers & team leaders
Improvement specialists
Agile project managers
Iteration managers / Scrum Masters
Change managers, champions and facilitators

How long: 1 day

Course overview

In a world where the rate of change is constantly increasing, businesses face the challenge of continually evolving and improving their processes to provide a better customer experience, operate more efficiently and effectively and outperform the competition. In this environment, our focus needs to shift from pursuing certainty to embracing uncertainty and change, moving away from top-down change initiatives towards small, incremental and continuous process improvements that will help you build resilient teams and organisations.

Whilst started with the best intentions, many process improvement initiatives only create artefacts without the impetus for action, design processes that are later ignored or circumvented by stakeholders, or otherwise only focus on the technology aspect of process and productivity improvements without incorporating the most important factor – people!

This workshop will introduce you to concepts, tools and techniques from the fields of complexity theory, systems thinking, experiential learning and lean management. The purpose is to help teams, departments and whole organisations improve their delivery strategies and methods efficiently, effectively and, most importantly, sustainably.

During the workshop, you will not only discover proven ways of overcoming common issues with traditional process improvement projects, but also gain hands-on experience on applying the tools and techniques introduced while receiving expert guidance, support and feedback.

Using real-world examples, the workshop will introduce you to tools and techniques from systems thinking, complexity theory, lean and agile and show you how to use them in the context of process improvement and change facilitation. Staying true to the principles behind experiential learning, the workshop will utilise minimum "tuition" and instead focus on collaboratively working through prepared case studies to generate learning and spark new ideas. Each participant will leave the workshop with concrete steps to implement in their business straight away - without the need for costly tools or external consultants.

Course topics

- An introduction to systems thinking and complexity theory
- Agility basics - an introduction to iterative and incremental delivery
- The right people at the right time - an introduction to stakeholder management
 - Influence / interest grid
 - Stakeholder engagement gradient
 - Stakeholder engagement strategies
- The right thing at the right time - getting started with iterative and incremental process improvement

- Lean value stream mapping
- The iceberg model
- Managing iterative and incremental process improvements
 - Lean change canvas
 - Data driven decision making (DDDM)
 - Leading and lagging indicators - an introduction

Learning outcomes

By the end of the day, you will have:

- gained an insight into one of the most common process improvement dysfunctions
- been introduced to iterative and incremental delivery in the context of process improvement
- been introduced to tools and techniques for continuous stakeholder management and engagement
- experienced techniques that empower teams to focus on the most valuable improvements
- been introduced to the use of the iceberg model to identify patterns and structures underlying process issues
- gained an understanding of the importance of data driven decision making and evaluation in ongoing process improvements
- worked with lightweight yet effective tools to help you manage iterative and incremental process improvements
- had some fun along the way
- collected some great ideas to bring back to your team and leave with something to think about!

Additional information

Target audience

- Managers and team leaders
- Improvement specialists
- Agile project managers and iteration managers / Scrum Masters
- Change managers, champions and facilitators

Speaker biography



Michi Tyson is a dynamic, charismatic innovator in the field of business agility, design thinking, ideas generation, and change facilitation. She is a keenly sought-after consultant, international keynote speaker and workshop facilitator, with a reputation for her provocative style and effervescent delivery.

Due to her compelling approach when speaking or working directly with team leaders, Michi guarantees that she will leave you with something to think about or be challenged by at every interaction.

Why Michi?

Michi was fortunate to enter the industry at the very start of this ground-breaking era, and has been strategically involved at an international level for a solid decade. In fact, Michi is a true pioneer – the first qualified ICAgile Expert in Agile Coaching in Australia, and the first woman in the world to qualify.

As the founder and chief idea generator in her business agile attitude, Michi energetically partners with business leaders to establish a culture that is committed to creating, evolving, and inspiring, with foundations firmly built upon ongoing learning and continuous improvement. The result are progressive solutions that drive her clients to become leaner, meaner, more competitive, more resilient and certainly more profitable.

Both inspiring and confronting in equal measures, Michi coaches the game-changers.

As a speaker and thought leader in the field of business agility and change facilitation, Michi knows that, these days, innovation and development of solutions takes place 'at the edge' of when and where the solution is needed, rather than blindly following marching orders to an outdated protocol that was developed 10 years ago. But far from promoting all-out anarchy; Michi demonstrates how a simple framework can provide reassurance and consistency, whilst also accounting for each situation's unique intricacies.