

TOOLS AND PROCESSES FOR PROBLEM SOLVING AND CONTINUOUS IMPROVEMENT

1.2 CEU'S

WORKSHOP OVERVIEW:

Managing and continuously improving the quality of services provided to the taxpayers/citizens/customers of the state of Oklahoma requires a systematic approach involving employees at every level. Managers and supervisors learn and practice techniques that foster participative management and employee involvement in a culture of shared responsibility for problem solving and continuous improvement.

WHO SHOULD ATTEND:

Managers, supervisors, senior level personnel and employees who are involved in team-based operations and initiatives.

OBJECTIVES:

Participants will:

1. Explore and apply the uses, applications, and advantages of problem solving and continuous improvement processes to work scenarios.
2. Use selected tools to collect, display, analyze, and reduce information.
3. Use a variety of tools for generating ideas and prioritizing, summarizing and evaluating results.
4. Satisfy the prerequisites of the HRDS Basic Facilitation course.

OUTLINE:

- A. Review key concepts and practice team interactive skills
- B. Apply the continuous improvement process to a practice situation and an actual work unit situation
- C. Review the problem solving process and apply to a practice situation
- D. Practice using tools for data analysis and consensus building

LEF COMPETENCIES:

Customer Service, Accountability, Problem Solving, Influencing/Negotiating, Service Motivation, Strategic Thinking, Oral/Written Communication, Teambuilding, Planning and Evaluation

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