



Continuous Improvement

NAME

DATE

Discussion Objectives:

Discuss the objectives below and note the answers and observations that result from your conversation. Use the insight gained to identify opportunities for performance improvement or professional development. Agree on follow-up activities.

A. To find opportunities to better utilize the job role of the employee within the team, discuss the following...

- Identify the contribution to team goals made by the employee in their role
- Explore opportunities for improvement to goals, processes, tools, and resources

Suggested Questions:

What resources or support would help you make a greater contribution in your role?

What changes might help you complete work more efficiently or effectively?

B. To identify ways to improve team effectiveness, discuss the following...

- Seek information regarding operational efficiencies
- Identify necessary resources or process improvements to improve efficiencies

Suggested Questions:

What do you think we do most effectively as a team? What are we least effective or efficient at doing?

What are some ways we could improve our team's effectiveness or efficiency?

Notes, Actions, and Follow-Up Plan

Continuous Improvement: Sample Development Activities

For more development activities see the Employee Performance Program **Resource Guide**.

A. Finding Ways For The Individual To Be More Effective

To help employee see understand how their job position contributes to department goals.

Complete a **Setting Goals** activity with the employee to help them understand how their job responsibilities support department operations and outcomes.

Follow-up: *Discuss the importance of each person's responsibilities to meeting the department's expectations.*

To help employee look for ways to improve efficiencies.

Assign **Job Journaling** to help the employee evaluate where time is spent and which activities it is most spent on.

Follow-up: *Review the journal with the employee and discuss opportunities to improve efficiency.*

To create an opportunity for the employee to guide process improvement initiatives

Provide a **Team Assignment** with the employee as team leader wherein a group of individuals explores and identifies potential areas for improvement.

Follow-up: *Review the findings of the group and discuss the implementation practicality of the potential improvements identified.*

B. Finding Ways For The Team To Be More Effective

To help employee appreciate the need for continuous improvement efforts.

Assign as a **Job Responsibility** a special project wherein the employee investigates the technical training options for a tool or system utilized by the team.

Follow-up: *Review the options identified with the employee and discuss the potential benefits to team effectiveness.*

To help employee share ways to improve their efficiencies or team efficiencies.

Provide an opportunity for **Cross-Training** on an activity that is dependent on their work; provide an opportunity for the employee to identify efficiencies to the process that will improve team output.

Follow-up: *Work with employee to determine feasibility of their suggestions.*

To provide an opportunity for the employee to participate in a process improvement initiative.

Assign the employee a **Meeting Participation** activity wherein they prepare and present a process improvement initiative at a team meeting.

Follow-up: *Review the employee's presentation plan, help them prepare, and support them during the presentation.*