

## **Manager Role Continuous Process Improvement Teams**

### **Brief Course Description:**

Understand the manager's role in supporting CQI team's. This workshop examines what managers should do to enable, motivate, and lead their CQI teams to success. Participants will learn the techniques needed to match their leadership style to their teams and when intervention may be necessary.

### **Key Topics Covered**

- Understand the importance of using teams in Total Quality.
- Examine the changing paradigms and how they relate to managing teams.
- Discuss the importance of trust and open communication to teams.
- Determine when to use a team for decision-making and problem solving.
- Learn specific skills in starting teams: selection, goals, coaching.
- Explore manager's interventions to keep a team on track.
- Discuss effective ways of providing team recognition.
- Determine specific next step action plans.

### **Who Should Attend:**

Managers, supervisors, and administrators