



# What if you could learn about continuous quality improvement (CQI) through a series of informal, interactive, one-day workshops?

## If you have a day, we have a quality improvement workshop for you.

Improvement Foundation Australia's (IFA) one-day Continuous Quality Improvement Workshops have been specially designed to provide an understanding of continuous quality improvement, all in easy to manage one-day workshops. You can choose to attend just one of the CQI workshops, or you can work your way through as many as you like.

Each workshop is informal, interactive, and well balanced with theory and activity. We focus on helping you get results, and you'll have plenty of opportunity for networking with fellow participants. If you'd like to know more, read on...

### 1: Introduction to CQI

If you want to learn the basics about continuous quality improvement (CQI) this is the workshop for you. At this workshop you will be introduced to continuous quality improvement concepts through fun, interactive activities. You'll also learn about techniques in goal setting, measuring for improvement, planning, testing and implementing change through the use of the Model for Improvement.

This workshop provides you with skills and knowledge to:

- Apply a selection of quality improvement (QI) tools in your day to day work
- Use the Model for Improvement to develop, test and implement changes
- Use learning styles to promote work efficiency
- Introduce CQI into your organisation.

### 2: Exploring QI Tools

So, you've had a taste of the CQI basics and hunger for more? At this workshop you will actively explore more QI tools which you can easily apply to all areas of everyday work and life. By attending this session, you will learn how to use various QI tools, and match the right tool to the problem or issue. This workshop will best suit those who have completed the Introduction to Continuous Quality Improvement workshop, or those who have some prior experience with quality improvement tools.

This workshop provides you with skills and knowledge to:

- Use a range of QI tools which can enhance efficiencies and overcome problems
- Identify the root cause of problems or barriers in your workplace
- Effectively develop, test and implement changes using the Model for Improvement
- Apply fresh and innovative QI tools and techniques to suit any situation.

### 3: Building Champion Teams

Ever wish you had the skills and knowledge to improve the culture and efficiency of your team? At this workshop you will explore and use quality improvement skills, tools and techniques which will help you to improve communication within your team and build a strong, effective team. The topic will focus on learning styles, self awareness, effective communication, and strategies to lead and promote team effectiveness.



This workshop provides you with skills and knowledge to:

- Create and maintain good communication within your team
- Enthuse and engage your work team to make improvements and achieve shared goals
- Recognise and understand your own and others' communication and learning styles
- Improve team effectiveness and efficiency.

#### **4: Leading and Managing Change**

Are you ready to develop your skills as a leader and begin making improvements within your organisation? A key feature of effective organisations is that they know how to embed continuous quality improvement into their organisation to enhance the way they work. This workshop will focus on providing you with an understanding of change, and tools and techniques to implement and manage change. You will also explore the human dimensions of change and ways to effectively lead and manage people through the course of change.

This workshop provides you with skills and knowledge to:

- Manage conflict and negotiate effectively
- Understand how different people respond to change
- Implement methods to lead and manage people during the stages of change
- Communicate effectively with work colleagues to achieve desired outcomes
- Effectively develop, test and implement changes by using the Model for Improvement.

## **What participants said about IFA's workshops**

- “Excellent work! FULL MARKS TO IFA staff.”
- “Excellent, very enjoyable. Quality speakers!”
- “Very well organised, informative, and entertaining workshop.”
- “Excellent overview of QI thinking and tools.”
- “Excellent day, very worthwhile.”
- “Good interactive approach to learning.”

# CUSTOMISED QUALITY IMPROVEMENT WORKSHOPS

Improvement Foundation Australia (IFA) can customise workshops for large or small groups specifically to suit client requirements.

Please contact us to see how we can help you.

## Accredited Registered Training Organisation

IFA is a registered training organisation and has aligned units from the Certificate IV in Frontline Management (BSB40807) to each of the CQI Workshops enabling participants to work towards obtaining this qualification. A statement of attendance for all participants will be provided upon completion of each workshop event.

All CQI Workshop events attract RACGP QA&CPD points for participating clinicians.

Application for Recognition of Prior Learning (RPL) is available. For further information about the qualification or RPL please visit [www.improve.org.au/about/RTO.html](http://www.improve.org.au/about/RTO.html)

## Who can participate?

If you are keen to learn how to identify and implement improvements within your working environment, we encourage you to enrol in any, or all, of the Continuous Quality Improvement Workshops. Individuals and teams will greatly benefit by increasing their quality improvement skills and knowledge.

## How much does a CQI Workshop cost, and when are they being held in my area?

Workshop fees include course training material, refreshments and lunch. **Early-bird enrolment attracts a 10% discount** if registration and payment is received 30 days prior to the workshop event.

Please contact us, or visit [www.improve.org.au/content/workshops](http://www.improve.org.au/content/workshops), for more information about costs or to find out when we're next running a CQI Workshop in your area.

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