

Learning Programs

Learning programs are designed to shift participants' behavior and produce measurable results. Participants bring strategically important improvement opportunities and apply the theories and methods to that work. You build capability by understanding your own work, changing the system, and seeing the results.

Improvement Fundamentals

Improvement requires change and projects are our basic unit of work. In this fundamentals program, learners understand the foundational science behind improvement and quality. Using the Model for Improvement, learners apply core tools and methods to execute on a first improvement project with fidelity. Requires a project addressing a core process strategically important to your organization and active leadership sponsorship.

- Introduction to systems thinking, variation, rigorous problem solving, and human behavior and change
- Identify strategic, core business process for improvement
- Learn and apply the Model for Improvement
- Use essential methods to understand the problem
- Develop a change theory and use change concepts
- Execute an improvement project plan

Program delivery may blend in-person and virtual or all-virtual encounters. Eight to ten minimum participants. Participants include leaders, improvement practitioners, and professionals wanting to continually improve.

Improvement Practitioner I (Intermediate Level)

The intermediate program builds on the core competencies of the Improvement Fundamentals curriculum. We dive deeper into applying quality

as your management method through system design, measurement, and scientific problem-solving. We build on the use of core tools and methods, develop a stronger appreciation for data and measurement for improvement, understand human motivation and teamwork, and learn effective project execution.

- Improvement Fundamentals objectives plus
- Deeper understanding and application of core tools
- Apply system design thinking
- Data collection, organization, display, and analysis
- Human motivation, team design, and facilitation
- Action learning and formative evaluation incorporated into the execution

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Improvement Practitioner II (Advanced Level)

The advanced program learners build on the core skills of the Improvement Fundamentals and Intermediate Practitioner curriculums. We develop strong competencies in the learner's adoption of quality as your management method. We dive deeper into applying system design, measurement, and scientific problem-solving to practice. We introduce and apply Shewhart's theories of variation and control charts. We learn core coaching competencies, understand the implementation and spread, and build a foundation for quality as a business strategy.

- Improvement Fundamentals and Improvement Practitioner I objectives plus
- Deeper understanding and application of core tools
- Use of Shewhart's Charts and understanding variation
- Learn and apply targeted coaching interventions

- Plan, execute, and sustain implementation
- Introduction to quality as a business strategy

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Systems Thinking for Leaders

The design of organizations produces the results you experience. Leaders are in charge of the design of the system. Learners develop a foundation in systems thinking and how it applies to your organization. We understand how to make your system visible, assess the current design of core service pathways, and apply methods to gain first-hand knowledge of current performance to curate change ideas for improvement.

- Learn the foundations of systems thinking
- Develop a system view of your organization
- Self-assess core business processes
- Apply quantitative and qualitative methods
- Develop system changes

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Statistical Thinking for Leaders

The outcomes of organizations are the result of the design. Data helps us understand the system. Leaders must be literate in statistical thinking and how it guides decision making. Learners gain a foundation in data and measurement, proper data display, and Shewhart's theory of variation. We learn how to use data to understand current performance and to make the right decisions for change. We learn through direct application to your own data.



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- Understand the core theories of variation
- Recognize the importance of common versus the special cause of variation
- Identify data and measures to learn about core business processes
- Display data for learning, to guide decision making, and see change

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Leading Quality Across an Organizational System

Organizations have a purpose to provide products or services for users. Delivering quality requires an organizational system designed to achieve the purpose and serve the customer. Leaders require a method for managing continuous improvement and sustaining quality. Based on Deming's Organization Viewed as a System, we learn and apply five activities for leading a learning organization with quality as your strategy and method.

- Identify and refine your purpose including mission, vision, and values
- Understand and visualize your organization as a system
- Map a vector of measures for core business processes
- Develop approaches for understanding your users
- Use structured planning processes to guide operations and improvement
- Adopt a management method for continuous quality
- Develop capacity and capability with your staff

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Leadership Learning Groups

Learning is an ongoing process. Leaders benefit from diverse topics that support your management method for leading continuous quality. Co-designed leadership learning groups blend evidence-based theories with practical application. Together we identify what you need to learn, identify core content to study, and come together to understand and apply it to your work. Leadership learning groups offer a collaborative environment to learn together, stretch competencies, and apply new ideas and methods in a learning community.

Program delivery may blend in-person and virtual or all-virtual encounters. Eight to ten minimum participants. Participants include leaders and improvement practitioners.



David M. Williams, Ph.D. is an advisor, teacher, speaker, and author. A scholar-practitioner of the science of improvement, he advises leaders and organizations worldwide on applying quality as a leadership strategy. His work spans sectors including government, healthcare, education, and public health and safety.

He actively serves as senior faculty at the Institute for Healthcare Improvement's Improvement Advisor and Chief Quality Officer Professional Development Programs.

Let's talk.

Contact me, share what you are trying to accomplish, and learn more how my learning programs can help. Email: info@dmwaustin.com