

AGENDA

Teams & Process Improvement "A Certificate in Supervision Series" Session #5

We are often expected to work on a team to solve a problem or improve a process. When things don't go well we are left wondering what happened. Working effectively on a team to solve a problem can, at times, be a challenge. In this session we will be reviewing some of the basic principles about teams, team dynamics, process improvement and how to effectively facilitate a meeting. We will also discuss how to create satisfied customers and we will be reviewing a problem solving model that can be used by a team to solve problems or improve a process. The main areas to be covered will include:

- Team Development
- Basic Facilitation Skills
- Running Effective Meetings
- Problem Solving and Process Improvement