

CONTINUOUS IMPROVEMENT DAILY IMPACT AND GROWTH



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S.T.O.P.

- Stop
- Take a breath
- Observe thoughts, feelings, physical sensations
- Proceed with intention



THE ONLY CONSTANT IN LIFE IS
CHANGE.

- HERACLITUS

Check in: How am I with change right now?

UNDERSTANDING THE WHAT AND WHY

What is continuous improvement?

Continuous improvement is the ongoing effort to make life better.

Why is continuous improvement important?

Continuous improvement empowers people to impact the culture of well-being within their locus of control.



joy in WORK






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Adapted from the IHI Framework for Improving Joy in Work: Perle J, Bakit B, Swensen S, Kabanell A, Landsman J, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017. (Available at ihi.org)

ELEMENTS OF CONTINUOUS IMPROVEMENT






AT THE END OF THIS TRAINING, YOU WILL BE ABLE TO:



-  Develop a growth mindset to embrace challenges and opportunities.
-  Navigate responses to change by applying Kubler-Ross change curve.
-  Understand what motivates you at work.
-  Define your work identity to build identify based habits.
-  Identify a continuous improvement idea that you can implement to move you closer to your goals.

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GROWTH MINDSET

THE BELIEF ABOUT OUR ABILITIES PROFOUNDLY IMPACTS OUR LIFE

Fixed Mindset

- The belief that our abilities are static and unchangeable.

Growth Mindset

- The belief that abilities can be developed through effort, learning, and persistence.

How to Develop a Growth Mindset

- Embrace challenges
- View failure as a learning opportunity
- Learn from feedback
- Understand the value of effort

(Dweck, 2006)

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IDENTIFYING OPPORTUNITIES

WHAT MATTERS TO YOU



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ELEMENTS OF CONTINUOUS IMPROVEMENT



 Develop a growth mindset to embrace challenges and opportunities.

 **Navigate responses to change by applying Kubler-Ross change curve.**

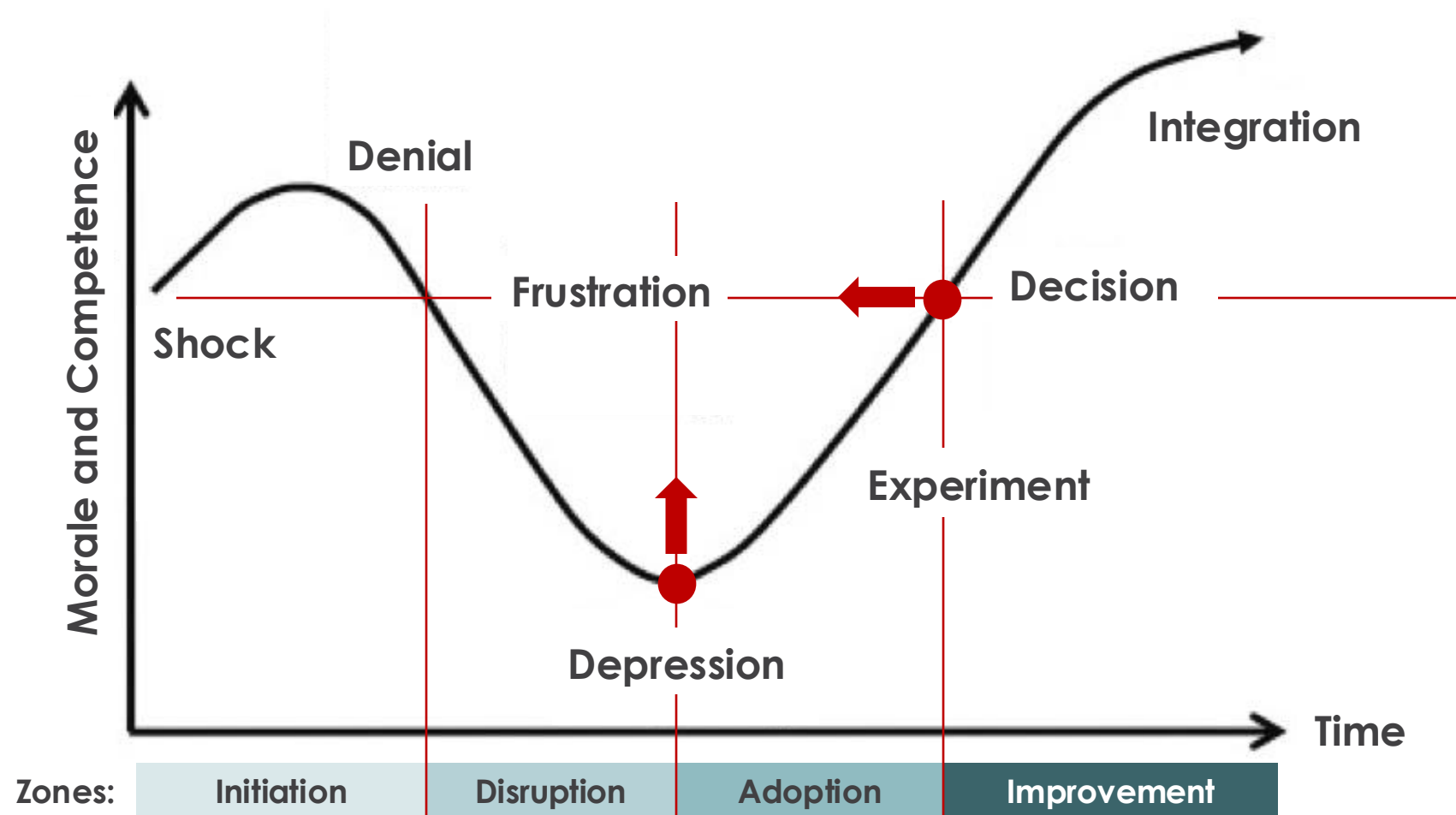
 Understand what motivates you at work.

 Define your work identity to build identify based habits.

 Identify a continuous improvement idea that you can implement to move you closer to your goals.

KUBLER-ROSS CHANGE CURVE

Use this tool is to understand potential emotional responses and how to navigate them



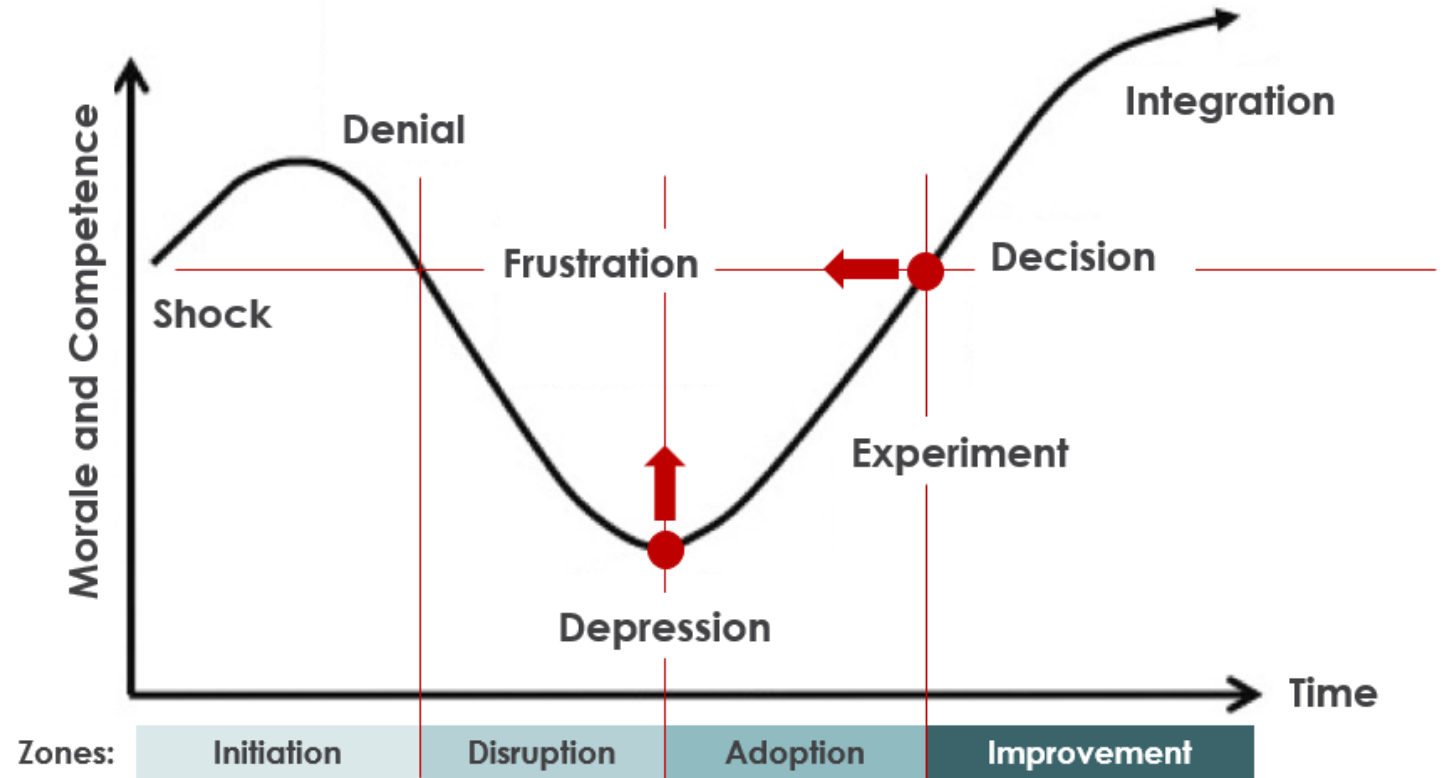
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CHANGE CURVE EXERCISE

1. Draw Change Curve
2. What behavior or change do you want to implement to improve your well-being?
3. What are the benefits?
4. What are some potential responses to the change?



FACTORS IMPACTING THE CHANGE CURVE

For Interpersonal Changes

Loss of control

Different opinions on solution

Misaligned expectations

Unclear assumptions

Skill and knowledge

Poor planning

Resources allocation – time, effort, people, cost

Timing and priorities

Org structure

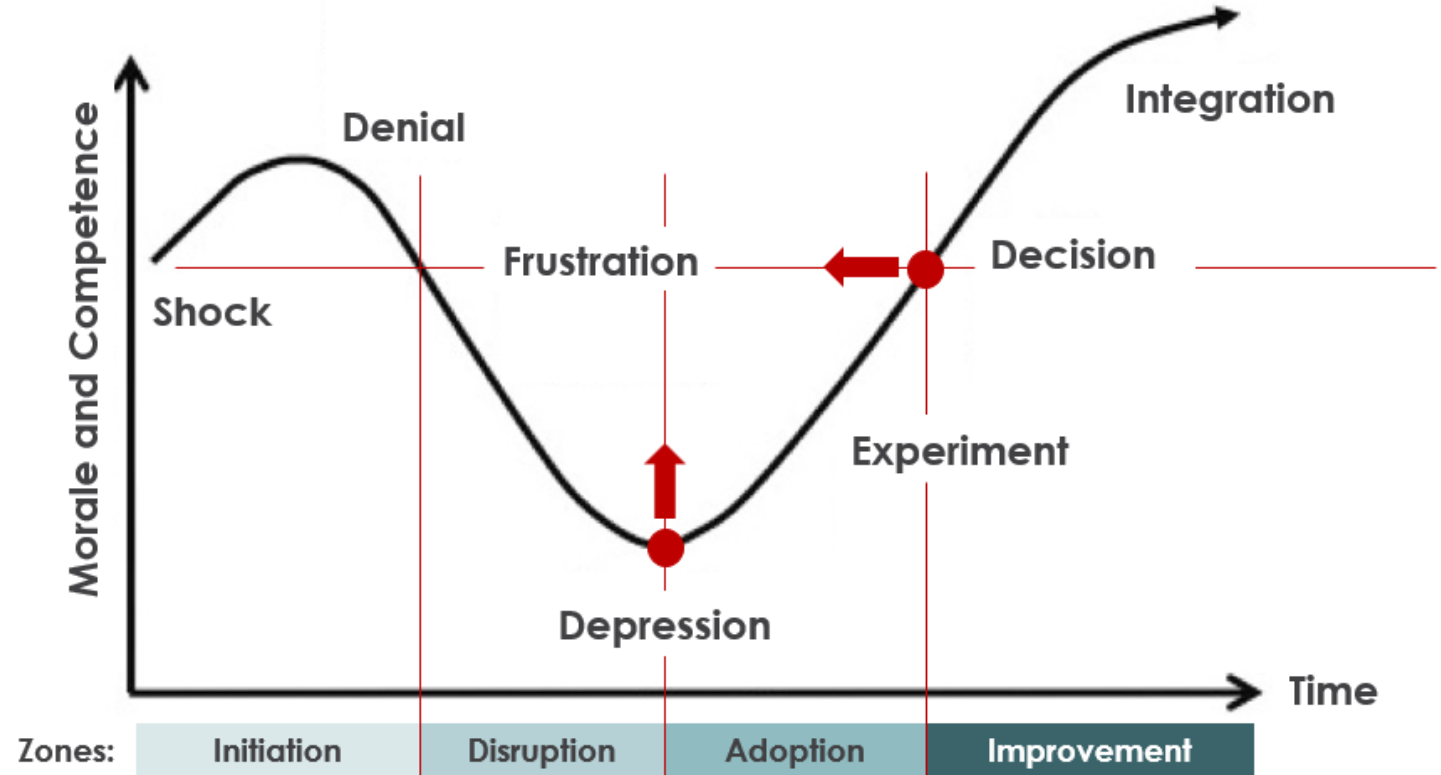
Communication of the why

Short-term focus

CHANGE CURVE EXERCISE






Use this tool to understand potential responses and how to navigate them

1. Draw Change Curve
2. What behavior or change do you want to implement to improve your well-being?
3. What are the benefits?
4. What are some potential responses to the change?
5. What could get in the way of implementing the change?
6. How will you address obstacles?



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MOTIVATORS

Questions to ask yourself:

- What are my most important 1-3 motivators at work in this moment?
- Are the motivators intrinsic or extrinsic?
- How does your job align with your motivators?








MOTIVATORS LIST

Passion for Work	Salary & Benefits	Team Collaboration	Company Values
Growth Potential	Job Security	Team Support	Location of Job
Sense of Achievement	Recognition	Network Opportunities	Lifestyle
Purpose and Meaning	Advancement	Work Environment	Personal Goals
Autonomy	Work-Life Balance	Work Culture	Family Needs

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CREATING HABITS

- Small habits make a big difference.
- “You do not rise to the level of your goals. You fall to the level of your system.”



- **Build identity-based habits**
- Exercise: Define your work identity
 - I am a (adjective) (noun)
 - I am the type of person who _____ .
- Use this statement help make decisions that supports and reinforces your desired identity
- What would a _____ do?



Adjectives

Joyful

Resilient

Diligent

Strategic

Innovative

Inspirational

Dependable

Compassionate

Motivated

Ethical

Proactive

Optimistic

Collaborative

Empathetic

Creative

Nouns

Communicator

Thinker

Manager

Learner

Professional

Mentor

Leader

Organizer

Specialist

Team
Member

Administrator

Advocate

Contributor

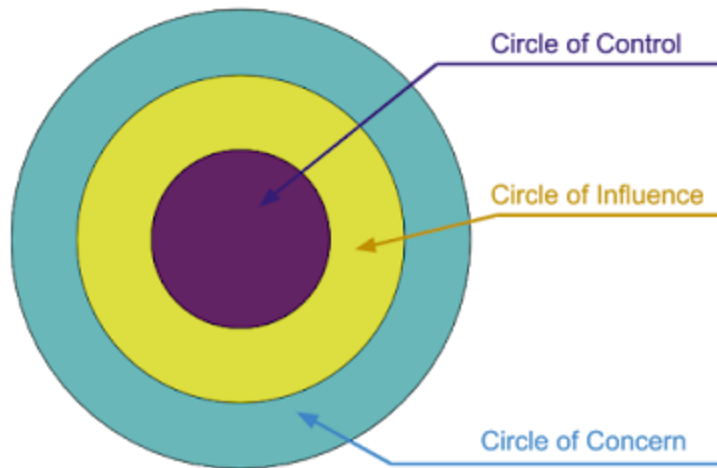
Coach

Supporter

CREATING HABITS

7 Habits of Highly Effective People,
Stephen R. Covey

1. Be proactive and focus your energy.



Between stimulus and response
there is a space. In that space is our
power to choose our response. In
our response lies our growth and
our freedom.

— Viktor E. Frankl —

AZ QUOTES

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CREATING HABITS

7 Habits of Highly Effective People,
Stephen R. Covey

1. Be proactive and focus your energy.
2. Begin with the end in mind.

Process goals

over

Outcome goals



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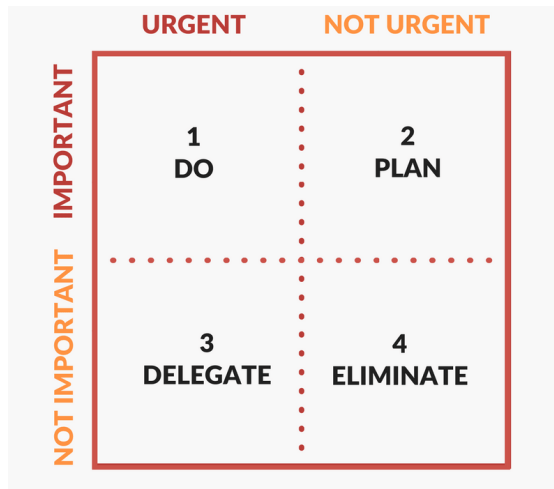
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CREATING HABITS






7 Habits of Highly Effective People,
Stephen R. Covey

1. Be proactive and focus your energy.
2. Begin with the end in mind.
3. Put first things first.



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TAKE AWAY

Identify a continuous improvement idea that you can implement to move you closer to your goals and/or working towards creating joy at work.

Seek Feedback to grow

Prioritize the big rocks

Manage tasks using Eisenhower Matrix

Check-in with your motivators when navigating changes

Use your work identity to establish effective habits

S.T.O.P Practice

Checklists

Color-coding and time blocking calendar

Weekly reflection and intentions

Establish beginning and end of day routines

Establish gratitude or mindful practice

Celebrate the small wins

EACH OF YOU IS PERFECT THE
WAY YOU ARE . . . AND YOU CAN
USE A LITTLE IMPROVEMENT.

- SHUNRYU SUZUKI



THANK YOU

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