

*Improvement Opportunity*  
**Expanded Leadership Development**

Outcome: Develop capacity for improved effectiveness, increased productivity, and greater joy in work  
(Basic: 1 group, 14 on-site days w/ available off-site support)

**CONTENT**

**PROCESS**

Overview and Pre-planning with Leadership and Facilitators

1 day with leadership team and facilitators to outline content/process for a multi-year training process to build internal training capacity within the organization and identify a cross-functional internal training team (Group 1, <26)

Internal Team Training

3, two-day training sessions (total: 6 days) to provide direct training for Group 1 trainers. Training process includes knowledge, application, reflection and metacognition using a team delivery approach. Participants experience the student and trainer roles in learning activities.

Content:

Premises (people, leadership, improvement processes)

Value-Added Leadership (vision, mission, and strategy; communication and systemic interactions; planning, goal setting, and follow-up; learning, development, and results)

Transformation Process (lead measures and data interpretation, action plan development, implementation with management system, study of results, next steps)

Changing Activity into Productivity (tools for processes, meetings, projects, tasks, problem solving, etc.)

Note: Each group of trainers completes the 3, two-day training sessions during Year One. QLR consultants are the primary trainers for the first two to three training groups. Thereafter, the ratio of QLR to internal trainers is reduced with each training session. Internal trainers assume the total training role during Year Two.

Facilitator/Internal Trainer Implementation Support

6 days the first year to provide support for facilitators and internal trainers and observe training sessions provided by internal trainers

Expanded Leadership Development (Evaluation)

1 day with facilitators and trainers to evaluate outcomes and create second-year training plan

