



**Hampshire Fire and Rescue Service**

**May 2012 to Date with on-going Skills-2-Practice**



### **Element One**

A half-day introduction to the Senior Management Team explaining the key components of the programme gained support for this new internal consultancy team and the introduction of a continuous programme for 18 'Champions'.

### **Element Two**

Delivery of a tailored programme to 18 Uniformed and Support 'Champions' over 3-Days. Programme focused on:

#### ***Introduction to Continuous Improvement***

This workshop provided an introduction into the 'Mind-set' and culture of Continuous Improvement for Team Members. It explored the challenges and implications associated with deploying Continuous Improvement, some practical techniques that can help identify improvement opportunities and provide an introduction to 'Check' and the importance of Measures.

#### ***Introduction to Understanding the Current State***



This workshop built on the introduction into the 'Mind-set' and culture of Continuous Improvement for Team Members. It explored the challenges and implications associated with understanding the 'Current State' and identifying Continuous Improvement using real life, work based situations and processes; whilst consolidating the importance of 'Check', Data Collection and Measures.

#### ***Introduction to Understanding the Future State***

This workshop continued to build on the knowledge gained during the introduction into the 'Mind-set' and culture of Continuous Improvement and Understanding the Current State for Team Members. It explored the challenges and implications associated with understanding the 'Future State' and identifying and implementing Continuous Improvement using real life, work based situations and processes; whilst consolidating the importance of 'Critical to Success Factors', Data Collection and Measures and imbedding a culture to support on-going Continuous Improvement within their areas of responsibility.



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## Element Three

Delivery of a tailored CMI Accredited Certificate in Professional Consulting (QCF) programme to 12 Uniformed and Support personnel (new internal consultancy team) over 3-Days. Programme focused on:

### ***Introduction to Continuous Improvement Tools & Techniques***

This workshop built on the introduction into the 'Mind-set' of Continuous Improvement and Understanding the Current State for members of the Internal CI Team. It explored the challenges and implications associated with deploying Continuous Improvement, some more practical techniques that can help identify improvement opportunities and provided an introduction to Systems Thinking.

### ***Introduction to Being a Change Manager***

This workshop explored the challenges and implications associated with deploying Continuous Improvement, some practical small project management techniques that can help identify improvement and control opportunities and provided an introduction to Kotter's eight phases an organisation must successfully complete in order to obtain lasting change.

### ***Introduction to the Consultancy Cycle***



This workshop provided an introduction into the consultancy cycle and helped to develop the techniques, skills and personal insight required to lead a consultancy intervention and work closely with clients to achieve organisational change.

## Element Four

### ***Skills-2-Practice***

- ✈ On-going support and development is offered by attendance at a Community of Practice jointly managed and facilitated by the University of Portsmouth and A3 Training Ltd.
- ✈ The joint development of a 'First Response Community of Practice.
- ✈ Individual and team coaching sessions to develop capability and credibility of internal team by providing a safe environment to share good practice with fellow improvement practitioners at all levels of experience and attend facilitated sessions on themed topics.
- ✈ Team development workshops to develop internal processes and methodologies in supporting Continuous Improvement activities.

## Element Five

### ***Continuous Improvement Team Leader***

Continuous Improvement Participants Course providing an introduction to Lean Six Sigma explaining what Lean Six Sigma is, how to implement and the benefits. Based on the British Standard ISO 13053 training requirements for Yellow Belts this course is designed for anybody who needs a basic understanding of the problem solving methodologies of Lean Six Sigma and for delegates who are planning to work on process improvement projects and other change initiatives within their organisation.

## Element Six

### ***Prosci® Change Management for Deputy Directors***

A one day practical introduction to Prosci's Best Practices in Change Management Methodology and Prosci's globally recognised ADKAR® Model that has become one of the most used change management models. The focus was to embed the organisation's mission to build internal competency to lead change, from top-level executives to front-line employees.

