**ORGANIZATIONS CAN’T JUST MAINTAIN STATUS QUO IN TODAY’S COMPETITIVE MARKETPLACE.**

They need to be vigilant about improving product and service quality to meet or exceed customer needs.

The Taking Action® program is a flexible, consolidated way to introduce continuous improvement and provide people with the tools to guide them through the process.

**DO YOU FACE ANY OF THESE ISSUES?**

- Do employees know how work processes affect customers?
- Has your organization ever lost customers because of a defective product, late delivery, or inefficient or unsatisfactory service?

**PERFORMANCE OBJECTIVES**

- Helps associates:
  - Identify opportunities for improvements that will have an impact on customers.
  - Pinpoint areas of frustration in their jobs and take steps toward eliminating them.
  - Gain the support of internal partners to successfully implement the improvement.
  - Select the best solution to eliminate problems, not just fix symptoms.
  - Generate creative ideas and break from “that’s the way it’s always done” thinking.

**PRIMARY COMPETENCIES DEVELOPED**

- Continuous Improvement
- Decision Making

**SECONDARY COMPETENCIES DEVELOPED**

- Information Monitoring
- Quality Orientation

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**COURSE OVERVIEW**

The ACTION cycle is taught as a continuous improvement process.

- **Assess the Situation**: Learners examine chronic problems, identify customer requirements, and seek improvements with process maps.
- **Causes**: Learners see how and why to distinguish between causes and symptoms. They learn how to avoid common pitfalls and how to use cause-and-effect diagramming and Pareto charts to identify possible causes and select ones to eliminate.
- **Target Solutions and Ideas**: Learners write problem statements and learn creativity strategies to generate solutions that they apply to a case study. They use a solution/impact diagram to analyze effects of possible solutions for an on-the-job problem.
- **Implement**: Emphasizing the “Plan It” step, learners use tools to ensure companywide support and build action plans. They discuss the value of testing, measuring, and evaluating solutions.
- **OnGoing**: This final phase shows the ongoing nature of continuous improvement. Learners develop plans for an improvement.

**VIDEO SEGMENT SUMMARIES**

- A jogger preparing for a race shows Assess the Situation steps.
- A team models how to use a process map.
- A detective reveals steps to determine the causes of a problem.
- A team identifies and eliminates causes of a problem.
- A family picks the best solution to a travel problem.
- A basketball team analyzes possible solutions to a problem and selects one.
- A basketball team implements improvements to its game.
- A team plans how to get organizational support for its ideas while another team develops a plan to put its solution into action.
- The basketball team shows how it keeps a competitive edge.

**COURSE DETAILS**

- Target audience: All employees up to mid-level leaders.
- Course length: 9 hours, 10 minutes, or 5 hours, 11 minutes Fast Track.
- Facilitator certification: DDI-certified facilitator required.
- Prerequisites: None.
- Series: Service/health care and manufacturing.
- Group size: 10 to 20 people.
- Prework: No.

**RELATED COURSES**

- Influencing Others (for workforce)
- Influential Leadership (for leaders)
- Partnerships for Improvement (highly recommended introductory course)
- Problem Analysis and Decision Making (for leaders)
- Reaching Group Agreement
- Taking Action® Handbook (Highly recommended post-training tool)
- Thunderbolt Thinking®: Building an Innovative Workplace (for leaders)
- Thunderbolt Thinking®: Innovation Fundamentals (for workforce)