



Skills for a Quality People

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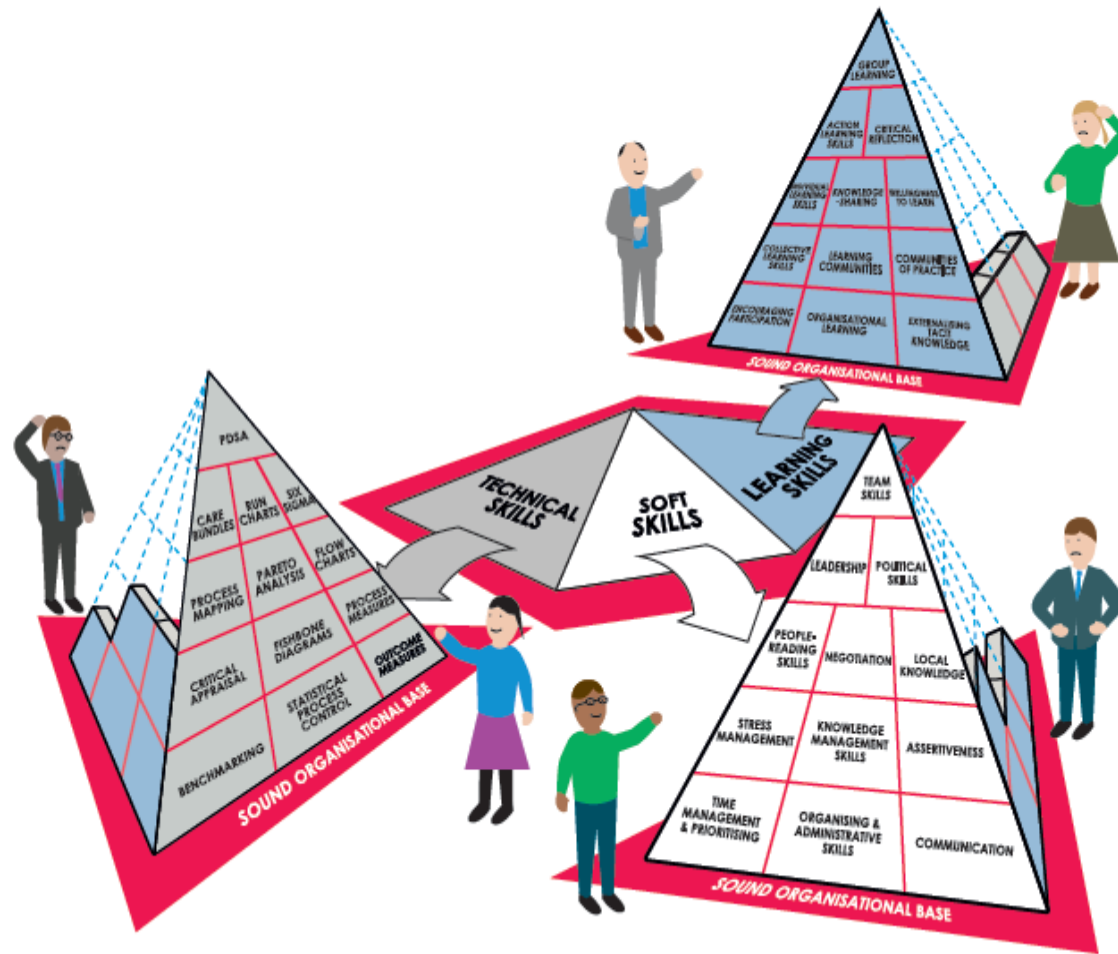
Session Objectives

- To assess your skill for facilitating quality improvement



Figure 1: The three-sided improvement pyramid

Too small a base (red) will not support the three sides to any worthwhile height. If any of the sides falls short, the pyramid cannot be completed and the top cannot be reached, and the higher level of skills in the other sides will be wasted.





Technical Skills

	Competent	Need more practice
Technical Skill		
PDSA		
Process mapping		
Pareto analysis		
Fishbone diagram		
Critical appraisal		
Care bundles		
Process measures		
Outcome measures		
Run chart		
Statistical process control		
Benchmarking		





Soft Skills

	Competent	Need more practice
Soft Skill		
Assertiveness		
Communication		
Stress management		
Team skills		
People reading skills		
Knowledge Management Skill		
Negotiation		
Time management and prioritization		
Organizing & administrative skill		
Leadership		



Learning Skills

	Competent	Need more practice
Learning Skill		
After Action Review (AAR)		
Observation		
Constructive feedback		
Critical reflection		
Team learning		



Group Discussion



Which skill you need to improve & how?

