

## What is an agency continued education event?

An agency continued education event is a way for agencies to further develop teammates with the latest skills, knowledge, and abilities in continuous improvement for the State of Nebraska.

### 1 – DETERMINE THE PURPOSE

Example purposes:

- Review of Certified Lean Leader and/or Executive Green Belt tools & refresh on how they can be used in teammates' work areas.
- To sustain the process improvement culture within the agency by reinforcing training for more effective use.
- To create an environment for teammates to engage with other process improvement champions in the agency.

### 2 – PLAN IT OUT

Date/Time: Pick a date & time. Usually events last 1-2 hours, but this can be split into sessions.



Location: Is the event in person or virtually?



Attendees: Create separate events for respective six sigma levels. Example: CLSSYBs & CLLs or EGBs & Sponsors.

Agenda: Create an agenda for the event.

Example agenda:

- 1:00 – Sponsor Motivational Speech
- 1:15 – Introduction & Overview
- 1:45 – Tools Training
- 2:15 – Review & Take-homes



## AGENCY CONTINUED EDUCATION EVENT

Ensure a customer satisfaction survey is sent to attendees. Feedback is useful in determining topics for future events and growth of event leaders.

Example questions:

1. How would you rate your overall satisfaction with the continued education event?
2. What is one element of the training that you really enjoyed?
3. Are there any improvements you would suggest for the next session?



### 4 – GET FEEDBACK

Training Topic Ideas

- Focus on Lean Six Sigma tools, ideas, and concepts related to specific belt levels as taught in the COE certification series.
- Use relevant real-life examples from your agency.
- Address issues relevant to the agency's needs.
- Get specific. Focus on certain tools & topics.
- Make it FUN, not just educational. This is as much as a cultural initiative as it is an educational one.



### 3 – DELIVER THE TRAINING

#### Frequently Asked Questions:

Why are agency continued education events done? 1. When there is a desire to improve performance in the agency and reengage teammates. 2. The agency teammates are resistant, and sponsor wants to create and sustain a culture of continuous improvement. 3. To effectively utilize process improvement champions to help process improvement coordinators identify opportunities for improvement and implement changes.

How often should continued education events be done? Agency leadership discretion, should be based on the culture of the agency. Quarterly is a great place to start!

Who needs to be involved? Typically, agency leaders participate, and PICs facilitate agency continued education events.

\*For more information reach out to a Process Improvement Coordinator or the Director of the COE.\*