

The Leader's Role in Quality Improvement Education: A Framework for Change

Workshop Design and Lesson Plan

>Lead Person: Facilitator A; Facilitator B<

Learning Objectives

By the end of the workshop, participants will be able to do the following:

1. Identify leadership behaviors to enhance team performance
2. Discuss how leadership behaviors affect change and manage conflict
3. Recognize the affect of human factors in quality improvement
4. Examine educational leadership strategies in a QI case study when leading the change process
5. Promote reflective practices for self-improvement in leading the education team

Time	Activity	Lead Person
1:00 – 1:10 p.m.	Opening Sign-in sheet Pre-session questionnaire, handouts Change paradigms and change exercise Slides: 1-4	>name< A
1:10– 1:25 p.m.	Introduction – learning objectives <ul style="list-style-type: none"> • expectations for change • interactive, exercise for effective leaders • leadership challenges and opportunities (Worksheet #1)de-briefing • effective/ineffective teams Slides: 5-8 	>name<A, B
1:25– 1:40 p.m.	Developing team leadership <ul style="list-style-type: none"> • Leadership characteristics of historic figures • leading the healthcare team • everyone is a leader of teams; patient care and learning • Managing vs. Leading • leadership styles • IHI and Healthcare Matrix applications • Kotter's Change Leadership stages <p style="text-align: center;">Slides: 9-20</p>	>name<A, B
1:40 – 2:10 p.m.	Small groups case study activity <ul style="list-style-type: none"> • Leadership case • Worksheet #2 <p style="text-align: center;">Slide: 21</p>	>name<B
2:10-2:20 p.m.	Large group debriefing Recommendations and others suggestions (e.g., leadership development; recognition; etc.) Slides: 22-23	>name< A, B
2:20 -2:30p.m.	Wrap Up Reflection Post-session questionnaire Slides: 24-26	>name<A