

CASE STUDY: IMPROVEMENT COACHING AND ENGAGEMENT PROGRAMME

Context: We recognised a shift in the requirements from our clients as they become established and confident within the application of Quality Improvement (QI) across their organisations. This led to a new level of support that reflects their progress and partners with them on their Continuous QI journey (CQI).

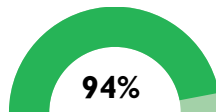
The Improvement Coaching and Engagement programme is designed to support people who want to develop their skills as an improvement coach and gain better engagement for their improvement activities.

During the programme, participants explore their own challenges using coaching techniques to gain a better understanding of processes and people, developing ways to gain stronger engagement and considering how organisational culture impacts on improvement efforts.

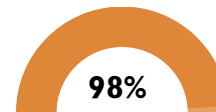
What We Did: We developed a two day programme that brings together QI peers from across all client organisations to share their experiences, insight and expertise alongside the Aqua faculty. Using a blend of approaches from theory, practical examples and group exercises, participants learn to apply coaching methods to influence and engage others in QI.

Impact: The impact of this programme is demonstrated by the participant feedback:

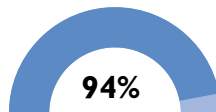
I believe this Aqua programme achieved its stated objectives.



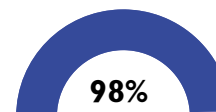
I believe this Aqua programme was well delivered.



I am confident that I will be able to apply what I have learned in my work place.



Considering my overall experience of this programme, I would recommend Aqua to a friend or colleague.



“ The delivery of the course was excellent and fun so thank you. ”

“ Loved the opportunity to have face to face training. ”

“ Great presenters, very engaging sessions, lots of relatable examples. ”

“ Excellent teaching and great class involvement. ”

“ Brilliant programme, knowledgeable facilitators. ”

Participants

For further details about this piece of work, or to discuss how we can support you, please get in touch:



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