



## **B33**

### **Introduction to Quality Circles**

#### **Description**

This course provides an introduction to coaching and discuss visual management that triggers coaching and how coaching should happen. It involves a coaching model and the problem-solving principles that ensures remedial action happens from all the coaching sessions.

#### **Duration**

3 days

#### **Course content**

During the workshop delegates are introduced to the following aspects:

- ◆ Review on quality circles
- ◆ Effective visual management
- ◆ The team management framework
- ◆ Coaching and feedback techniques
- ◆ Coaching model
- ◆ Simulation
- ◆ PDCA coaching cycles from the coaching model
- ◆ Meeting effectiveness
- ◆ Coaching skills

#### **Benefits from attending this course**

Learners will be able to:

- ◆ Understand the basics from Visual Management
- ◆ Understand effective coaching techniques
- ◆ Appreciate a preferred coaching model
- ◆ Understand the basics of root cause and preventative problem solving
- ◆ Being able to run effective meetings and morning meetings as the outcomes of coaching
- ◆ Comfortable to apply key coaching skills