



What if you could learn about continuous quality improvement (CQI) through a series of informal, interactive, one-day workshops?

If you have a day, we have a quality improvement workshop for you.

Improvement Foundation Australia's (IFA) one-day Continuous Quality Improvement Workshops have been specially designed to provide an understanding of continuous quality improvement, all in easy to manage one-day workshops. You can choose to attend just one of the CQI workshops, or you can work your way through as many as you like.

Each workshop is informal, interactive, and well balanced with theory and activity. We focus on helping you get results, and you'll have plenty of opportunity for networking with fellow participants. If you'd like to know more, read on...

1: Introduction to CQI

If you want to learn the basics about continuous quality improvement (CQI) this is the workshop for you. At this workshop you will be introduced to continuous quality improvement concepts through fun, interactive activities. You'll also learn about techniques in goal setting, measuring for improvement, planning, testing and implementing change through the use of the Model for Improvement.

This workshop provides you with skills and knowledge to:

- Apply a selection of quality improvement (QI) tools in your day to day work
- Use the Model for Improvement to develop, test and implement changes
- Use learning styles to promote work efficiency
- Introduce CQI into your organisation.

2: Exploring QI Tools

So, you've had a taste of the CQI basics and hunger for more? At this workshop you will actively explore more QI tools which you can easily apply to all areas of everyday work and life. By attending this session, you will learn how to use various QI tools, and match the right tool to the problem or issue. This workshop will best suit those who have completed the Introduction to Continuous Quality Improvement workshop, or those who have some prior experience with quality improvement tools.

This workshop provides you with skills and knowledge to:

- Use a range of QI tools which can enhance efficiencies and overcome problems
- Identify the root cause of problems or barriers in your workplace
- Effectively develop, test and implement changes using the Model for Improvement
- Apply fresh and innovative QI tools and techniques to suit any situation.

3: Building Champion Teams

Ever wish you had the skills and knowledge to improve the culture and efficiency of your team? At this workshop you will explore and use quality improvement skills, tools and techniques which will help you to improve communication within your team and build a strong, effective team. The topic will focus on learning styles, self awareness, effective communication, and strategies to lead and promote team effectiveness.



This workshop provides you with skills and knowledge to:

- Create and maintain good communication within your team
- Enthuse and engage your work team to make improvements and achieve shared goals
- Recognise and understand your own and others' communication and learning styles
- Improve team effectiveness and efficiency.

4: Leading and Managing Change

Are you ready to develop your skills as a leader and begin making improvements within your organisation? A key feature of effective organisations is that they know how to embed continuous quality improvement into their organisation to enhance the way they work. This workshop will focus on providing you with an understanding of change, and tools and techniques to implement and manage change. You will also explore the human dimensions of change and ways to effectively lead and manage people through the course of change.

This workshop provides you with skills and knowledge to:

- Manage conflict and negotiate effectively
- Understand how different people respond to change
- Implement methods to lead and manage people during the stages of change
- Communicate effectively with work colleagues to achieve desired outcomes
- Effectively develop, test and implement changes by using the Model for Improvement.

What participants said about IFA's workshops

- “Excellent work! FULL MARKS TO IFA staff.”
- “Excellent, very enjoyable. Quality speakers!”
- “Very well organised, informative, and entertaining workshop.”
- “Excellent overview of QI thinking and tools.”
- “Excellent day, very worthwhile.”
- “Good interactive approach to learning.”

CUSTOMISED QUALITY IMPROVEMENT WORKSHOPS

Improvement Foundation
Australia (IFA) can
customise workshops
for large or small groups
specifically to suit client
requirements.

Please contact us to see
how we can help you.

Accredited Registered Training Organisation

IFA is a registered training organisation and has aligned units from the Certificate IV in Frontline Management (BSB40807) to each of the CQI Workshops enabling participants to work towards obtaining this qualification. A statement of attendance for all participants will be provided upon completion of each workshop event.

All CQI Workshop events attract RACGP QA&CPD points for participating clinicians.

Application for Recognition of Prior Learning (RPL) is available. For further information about the qualification or RPL please visit www.improve.org.au/about/RTO.html

Who can participate?

If you are keen to learn how to identify and implement improvements within your working environment, we encourage you to enrol in any, or all, of the Continuous Quality Improvement Workshops. Individuals and teams will greatly benefit by increasing their quality improvement skills and knowledge.

How much does a CQI Workshop cost, and when are they being held in my area?

Workshop fees include course training material, refreshments and lunch. **Early-bird enrolment attracts a 10% discount** if registration and payment is received 30 days prior to the workshop event.

Please contact us, or visit www.improve.org.au/content/workshops, for more information about costs or to find out when we're next running a CQI Workshop in your area.

Improvement Foundation (Australia) Ltd

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Please complete this form and fax, post, or email to Improvement Foundation Australia at: PO Box 3645, Rundle Mall SA 5000 FAX: 08 8231 6690. EMAIL: workshops@improve.org.au. Alternatively you can register and pay online at www.improve.org.au/workshops. One form per participant. For multiple registrations please photocopy this form and note if payment for multiple registrations has been made in one amount.

Early Bird Registration: Register and pay 30 days prior to the event date for a 10% discount.

Please reserve a place for:

Dr Mr Miss Mrs Ms Other _____

Gender: Male Female

Surname: _____

Given Names: _____

Date of Birth (DD/MM/YYYY): ____ / ____ / ____

(for certificate of attainment)

Organisation: _____

Position: _____

Organisation address: _____

State/Territory _____ Postcode _____

Organisation postal address (if applicable):

Telephone: Home () _____

Work: _____

Mobile: _____

Fax: _____

Email: _____

To attend the following CQI Workshop:

Name of Workshop: _____

Date: _____

Location: _____

Special Requirements

Do you have any special requirements relating to this training (i.e dietary/other)? If yes, please supply:

Acknowledgement of Course Policies & Procedures

I have read and understood all course information provided and displayed on the IFA website, and agree to adhere to IFA policies and procedures. I also guarantee that the information provided in this form is, to my knowledge, true and accurate.

Signature: _____

Date: ____ / ____ / ____

Payment / Tax Invoice

Please retain this form as your tax invoice.
ABN: 21 122 939 299

Payment can be made via credit card or electronic funds transfer (EFT). For EFT payments please include your initial and surname as the reference.

BSB: 085-458 Account: 870-252-105

Total Fee Payable:

\$650.00 (+GST) \$585.00 (+GST) Early bird rate

I am paying by: EFT Credit card

For credit card payments:

Card type: Visa Mastercard

Card number: _____

Card Security Number: _____

Card Expiry: _____

Cardholder's name: _____

Cardholder's signature: _____

How did you hear about the CQI Workshop series?

Website Direct Mail Other

Please specify: _____



**CQI Workshops are delivered nationally.
See below for when IFA is delivering a workshop in your local area.**

Cost	Workshop Title	Adelaide	Brisbane	Melbourne	Sydney
\$650 (+GST) per person	Introduction to CQI	18 Nov 09	25 Nov 09	9 Dec 09	16 Dec 09
Early-bird 10% discount \$585 (+GST) per person	Exploring QI Tools	19 Nov 09	26 Nov 09	10 Dec 09	17 Dec 09
	Building Champion Teams	2 Feb 10	17 Feb 10	3 March 10	17 March 10
	Managing and Leading Change	3 Feb 10	18 Feb 10	4 March 10	18 March 10

Terms and Conditions: Minimum participant numbers apply for a Workshop to proceed. Dates and locations are subject to change at IFA's discretion. Fees: Unless otherwise stated, course fees include course training materials, refreshments and lunch. All prices quoted are GST exclusive. Payment must be received prior to commencement of a Workshop. Refunds and Cancellations: All cancellations and requests for refunds must be in writing and received no later than 14 business days prior to the event. NO REFUNDS will be given if cancellation is received within 14 business days of the event. Disclaimer: While we have taken all care to ensure the material in this brochure is accurate, we reserve the right to make changes. Your Privacy: Improvement Foundation Australia will record your details for the purpose of auditing participation and the monitoring and reporting of training outcomes and to keep you informed about events and activities that may be of interest to you. Client personal information will only be passed on to a third party for the purposes of auditing participation, and the monitoring and reporting of training outcomes for the Workshop. You may contact us at anytime to update your personal information.

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