Improvement Coaching Role Play

Step 1:

One member of your team plays the role of Ezra, one Ezra's manager, and a third, a facility Executive. Your team has **15 minutes** to prepare your role play using the problem identified from Activity #1. Your role play will take place at the Learning Board.

Ezra, one of your front-line leaders has accepted a challenging new task of [your project here]. He has realized that there is an opportunity to improve _____ and thinks [your project here] will also save ABC Organization money. He will work with other caregivers to agree upon milestone goals and team tactics using the Learning Board to help the team track its progress. As his direct manager, you need to coach him to be successful. This is a stretch assignment for him and the first time he has had to lead others in an improvement effort.

Situation: As Ezra's direct manager, you've helped him get a handle on the scope of the challenge. Now you need to make sure both he and the team have a clear problem statement, and an understanding of what the value is to patients, caregivers & ABC. Ezra is standing at his department's Learning Board, you are walking by with x executive from your facility, and Ezra asks if you both have 5 minutes to talk about the project. You say "Sure!". Ezra begins the conversation by asking your opinion on a number of solutions he has come up with.

Step 2

– You will have **5 minutes** to conduct your role play

– Each team will receive feedback. **5 minutes** per team.

Coaching Guide

Manager **What is the potential benefit to patients/consumers/caregivers?**	• Who are the key customers in this project? • What is getting in the way for achieving the desired outcome? • What are you and the team prepared to promise?
What is the Aim (goal) for this project?	• How do you measure success? • Is the AIM reasonable? • What does it look like when the problem happens? How do you measure the problem?
What is the problem? What is the current performance?	• How big is the gap from performance to the Aim? • What obstacles/issues are causing the gap? • How will you know that the problem is fixed/sustained?
What is your one next step or obstacle?	• This is excellent work, when can I come back and learn what you have discovered? • How can you break the next step into smaller pieces to test and learn faster? Which piece would be most impactful?
Executive **What are you learning?**	