

Improvement Fundamentals in a day

Facilitators Guide

NHS England and NHS Improvement





Improvement Fundamentals in a Day - Facilitators Guide

Improvement Fundamentals in a Day is designed to provide all the tools and resources you need to run a local improvement workshop to learn new techniques and produce the initial plans and documents to support a new improvement project. It provides step-by-step guidance, templates and facilitator videos on each of the techniques.

All you need is good general facilitation skills and you can run a workshop that will teach a number of key improvement skills, and by the end of the day you will have produced all the documents you need to kick-start your improvement project.

You could call it an **“Away day in a box”**.

Using the guide:

This guide accompanies the PowerPoint, videos and templates and will guide you through facilitating the day.

The day is divided into 11 separate sessions each covering a different topic.

1	Introduction
2	Energiser
3	Introduction to Quality Improvement
4	Exploring the Problem – Writing Aims
5	Create A Measurement Plan
6	Defining Your Problem – Fishbone Diagrams
7	Change Ideas
8	Prototyping in Action – The Marshmallow Exercise
9	Plan Do Study Act (PDSA) Cycles
10	Spreading Change
11	Networking and Close

Each section:

- Introduces a new topic or technique
- Has a practice exercise or game to get familiar with the technique
- Contains a worked example of any template based on the practice project
- Has an exercise to do on your own LIVE project

If you want more time for exercises or discussion you can amend the recommended timing.



Preparing for the day:

1) Toolkit

Read through this guide thoroughly to ensure you have all the pre-requisite actions done. Also read the presenter notes on the PowerPoint.

2) Facilitator

Assign a local facilitator - somebody with good facilitation skills but not necessarily an improvement expert. This person will control the slides, pausing and resuming when instructed, control the timings, hand out templates and facilitate the exercises. If you have a large group attending, you may want to have a couple of facilitators to help with the exercises.

3) Timings

Decide if you will run the session as a single day or split it up. Adjust the agenda and venue requirements accordingly.

4) Venue

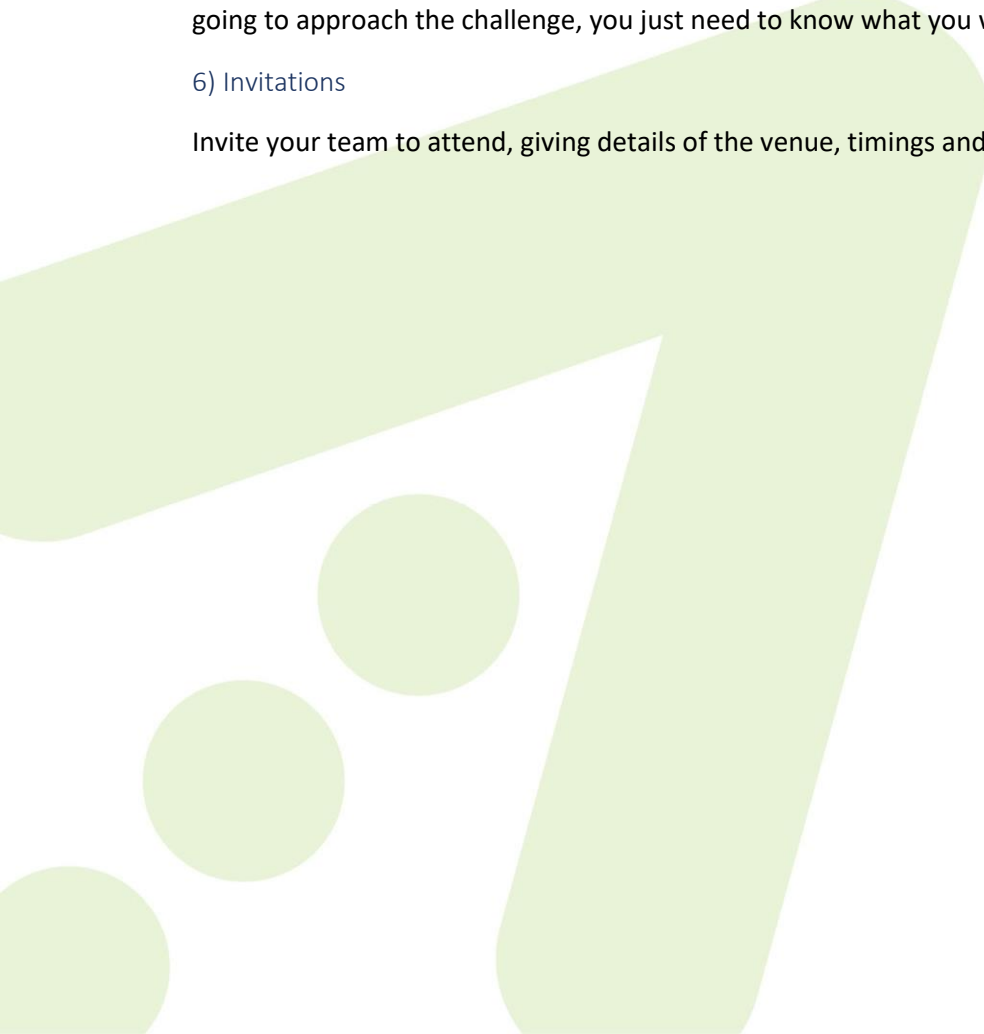
Book a suitable venue for the number of people attending. Cabaret style works best to allow participants to engage in the exercises as a small group. You will also need a **projector, speakers** and good **internet** connection to play the videos.

5) Topic

Agree the topic or challenge you will be working on. At this stage you won't know how you are going to approach the challenge, you just need to know what you would like to fix or accomplish.

6) Invitations

Invite your team to attend, giving details of the venue, timings and topic.



7) Materials

You will need to supply some materials and equipment for the day:

- Projector
- Speakers
- Internet
- String (made into “handcuffs”)
- Flip chart paper – 2-3 per table
- Pens
- Measuring tape
- Per table:
 - 20 sticks of uncooked spaghetti
 - 1 marshmallow (standard size not mini or jumbo)
 - 1 metre of string
 - 1 metre of sticky tape

8) Printing

You will need to print out copies of all the templates needed on the day:

- FIAD-04-01-Aims-Template – 1 per person
- FIAD-04-02-Worked-Example – 1 per person
- FIAD-05-1-Measures-Worked example – minimum 1 per table
- FIAD-05-2-Measures-Template – minimum 1 per table
- FIAD-06-1-Fishbone-Template - minimum 1 per table as large as possible
- FIAD-06-2-Fishbone-WorkedExample – 1 per person
- FIAD-06-3-Fishbone-PracticeProject - 1 per person
- FIAD-07-1-FreshEyes-Template – 1 per person
- FIAD-07-2-FreshEyes-WorkedExample - 1 per person
- FIAD-09-1-PDSA-Template – 2 per table
- FIAD-09-1-PDSA-WorkedExample – 1 per person
- FIAD-10-1-Spread-Template - 1 per person plus 1 per table
- FIAD-10-2-Spread-WorkedExample - 1 per person



Presenting the day:

On the day, project the PowerPoint [**Improvement Fundamentals in a day.ppt**] so that all participants can see it. For each session there is a video link on the slide. Play the video but be ready to PAUSE when instructed. During the pause facilitate the exercise in the room, when it is complete continue with the video.

In the pauses, facilitate the exercises using the session plan guidance provided.

At the end of the day collect the necessary materials to apply for CPD Points for all the participants.










How to use this guide:

This guide contains two pages for each session:

- 1) Some **background** and pre-requisite information to help you run the day, this information is to assist the facilitator and does not necessarily need to be covered with the participants.

FACILIATOR PRE-SESSION GUIDANCE	
Session 1 - Introduction	
Facilitator background information and aim	This session is to explain the purpose and format of the day.
Duration	10 minutes
Pre-requisites	Prepare the room, have materials to hand Set up the PowerPoint Test internet and speakers working FIAD Video 1

- 2) A guide and list of **live facilitator actions** with instructions for you to do on the day with the participants.









LIVE SESSION FACILITATOR INSTRUCTIONS				
Session 2 - Energiser				
Slide	Activity Type	Actions	Mins	Templates
		INTRODUCE the session.		
		PLAY the introduction video via the link on the slide.		FIAD Video 2
		PAUSE the video when instructed.		
		FACILITATE the exercise: <ul style="list-style-type: none"> Ask group to get into pairs Ask group to place on handcuffs as demonstrated by Video Inform the group they have 10 minutes to work out how to free themselves from each other without removing or damaging the handcuffs .		

Read the background and pre-requisites well in advance to make sure you have everything with you and are prepared on the day.

Each session guides you through the actions and exercises required from you to ensure the day runs smoothly.

1. Read the background section and ensure you have all materials required assembled or printed
2. Play the PowerPoint presentation and follow the session instructions
3. Pause and resume the video as required
4. Facilitate exercises or post topic discussion in the room.

Understanding the guide

1	2	3	4	5
Go to this slide	Action Type	Do these actions	How long it will take	Any resource needed
	   	<p>PLAY the introduction video via the link on the slide.</p> <p>PAUSE the video when instructed.</p> <p>FACILITATE the exercise:</p> <p>RESUME the video</p>	  	<p>FIAD Video 4</p> <p>FIAD-06-01-WorkedExample.docx</p>

Column 1) shows you which slide should be displayed at that moment.

Column 2) tells you what action you need to take, it is also coloured-coded to help you:

- Green background – are times when you are playing and watching the video.



– Play the video.

– Resume the video.

- Pink background – is when you need to pause or stop the video.



– Pause the video.

– Stop the video.

- Blue background – is when you will be facilitating an activity, exercise or discussion in the room with the participants, without the video.



– Explain something to the participants

– Facilitate an exercise or activity in the room.

– Have a discussion in the room

Column 3) describes the activity or action you should be doing.

Column 4) tells you how long to spend on that activity or how long the video is.

Column 5) details any resource required (videos, template, equipment etc).


FACILITATOR PRE-SESSION GUIDANCE







Session 1 - Introduction

Facilitator background information and aim	This session is to explain the purpose and format of the day.
Duration	10 minutes
Pre-requisites	Prepare the room, have materials to hand Set up the PowerPoint Test internet and speakers working FIAD Video 1

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 1 - Introduction

Slide	Activity Type	Actions	Mins	Templates
1	 PLAY VIDEO	RUN PowerPoint - Title slide.		
2	 TALK	<p>Do your housekeeping introduction (fire alarms, toilets, timings etc).</p> <p>We have created a standard introduction for you to use but if you would prefer to write your own, you can do that too.</p> <p>"Good morning, I am <i>[your name]</i> I will be your facilitator for the day.</p> <p><i>[Facilitator : cover local housekeeping information here. · Fire alarms and evacuation procedure · First aid person · Toilets · Breaks]</i></p> <p><i>Welcome to Improvement Fundamentals in a Day. This is a one-day session using a toolkit from NHS England and NHS Improvement. It is designed to be an out of the box quality improvement training and practical day to help us with our own</i></p>		

		<p>improvement work.</p> <p><i>[Facilitator : tell them about the improvement challenge you will be working on today]</i></p> <p><i>Throughout the day we will be watching videos, undertaking exercise and completing templates that came in the toolkit to help us to learn new skills and start to plan our improvement project.</i></p> <p><i>We will all get the best out of this session if we work together as a group and work on a real-life improvement project as we go through each of the exercises. Finally, as this toolkit is called Improvement Fundamentals, I hope the experience will be fun!"</i></p>		
<p>3</p> 	 <p>TALK</p>	TALK through the agenda.		
<p>4</p> 	 <p>PLAY VIDEO</p>	PLAY the welcome video.		FIAD Video 1










FACILITATOR PRE-SESSION GUIDANCE








Session 2 - Energiser

Facilitator background information and aim	<p>This session is to start the learning with a buzz. Working through this problem has many parallels with the way people go about improvement. E.g.</p> <ul style="list-style-type: none"> • Some people like to jump straight to the prototyping stages while others like to stand and reflect on a problem. • Some people want to be radical and try all kinds of weird and wonderful solutions, and some give up saying it can't be done. Others know that simply pulling the string will not make it come apart but continue to do it as it is the only thing they can think of to do. Parallels with "we've always done it this way around here". <p>This is a TOOL that can be used to open sessions in your own workshops to move everyone into the day understanding that stakeholders handle improvement in different ways.</p> <p>NOTE: If anyone is unable to use handcuffs due to motor skills, broken arm etc – they can pair up with another partnership as an observer. They can offer suggestions for the partners to act out and pay attention to the group dynamics.</p>
Duration	20 minutes
Pre-requisites	String made into handcuffs – 1 per participant - made up as per instructions in FIAD-01-Handcuff Instructions.pdf FIAD Video 2

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 2 - Energiser

Slide	Activity Type	Actions	Mins	Templates
	 TALK	INTRODUCE the session.		
	 PLAY VIDEO	PLAY the introduction video via the link on the slide.		FIAD Video 2
	 PAUSE VIDEO	PAUSE the video when instructed.		
	 EXERCISE/ACTIVITY	<p>FACILITATE the exercise:</p> <ul style="list-style-type: none"> Ask group to get into pairs Ask group to place on handcuffs as demonstrated by Video <p>Inform the group they have 10 minutes to work out how to free themselves from each other without removing or damaging the handcuffs.</p>		
	 TALK	After 5 minutes give the group a clue “ the solution is to be found in the loop on your left-hand side ” and give them 5 more minutes.		

<div>6</div> <div>  <p>Energiser Discussion</p> <p>What parallels can be drawn between the exercise and how people participate in projects?</p> </div>	 <p>STOP VIDEO</p>	STOP the exercise and identify those successful (but asked not to say how they did it yet).		
	 <p>RESUME VIDEO</p>	RESUME the video to see the solution.		
	 <p>DISCUSSION</p>	Spend some time in the room to DISCUSS what they have learned, e.g. metaphors about the way in which learners conducted the exercise drawing out the parallels with improvement projects.		






FACILITATOR PRE-SESSION GUIDANCE

Session 3 - Introduction to Quality Improvement

Facilitator background information and aim	This session gives an overview of quality improvement, its use and background to set out the context for the day
Duration	10 minutes
Pre-requisites	FIAD Video 3

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 3 - Introduction to Quality Improvement

Slide	Activity Type	Actions	Mins	Templates
7	 TALK	INTRODUCE the session.		
	 PLAY VIDEO	PLAY the video via the link on the slide.		FIAD video 3
8	 DISCUSSION	Facilitate a DISCUSSION about the topic raised in the video: <ul style="list-style-type: none"> What experience do participants have of QI? Where have they seen it used well? Or badly? 		








FACILITATOR PRE-SESSION GUIDANCE








Session 4 - Exploring the Problem – Writing Aims

Facilitator background information and aim	This session introduces the Model for Improvement and the project or improvement challenge that sets up learner participation for the whole day.
Duration	30 minutes
Pre-requisites	Templates printed out: FIAD-04-01-Aims-Template – 1 per person FIAD-04-02-Worked-Example – 1 per person FIAD video 4

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 4 - Exploring the problem – Writing Aims

Slide	Activity Type	Actions	Mins	Templates
<div>  </div>	 TALK	INTRODUCE the session.		
	 PLAY VIDEO	PLAY the video via the link on the slide.		FIAD Video 4
	 PAUSE VIDEO	PAUSE the video when instructed.		
	 EXERCISE/ACTIVITY	FACILITATE the LIVE PROJECT exercise by: <ul style="list-style-type: none"> Ask the participants to work in small groups or tables (6-8 is ideal) Hand out the worked example template to read Hand out the writing an aim statement template to groups Ask them to follow the instructions i.e.: <ol style="list-style-type: none"> List up to five potential ideas individually but one idea will do Discuss in group, each person sharing their best idea and agree one as a group As a group refine the aim Write up the final aim statement 		FIAD-04-02-Worked-Example FIAD-04-01-Aims-Template

<div>10</div> <div>  <p>Writing Aims Discussion</p> </div>		<p>5. Post it on the board</p> <p>Keep an eye on the time and remind to move on after:</p> <ul style="list-style-type: none"> • Part 1 - 5 minutes • Part 2 - 5 minutes • Part 3 - 5 minutes • Part 4 - 2 minutes • Part 5 - 3 minutes 		
	 EXERCISE/ACTIVITY	<p>While they are working: Place a single post it on the table with each group.</p>		Post-its & pens
	 EXERCISE/ACTIVITY	<p>While they are working: Stick up a piece of flip chart paper in the room with the words Aims statements written on it.</p>		Flip chart & pens
	 RESUME VIDEO	<p>RESUME the video when the time is up.</p>		
	 DISCUSSION	<p>Facilitate a DISCUSSION using the questions below:</p> <ul style="list-style-type: none"> • How easy did you find the exercise? • Did your group find agreeing an aim difficult? 		









FACILITATOR PRE-SESSION GUIDANCE






Session 5 - Measures

Facilitator background information and aim	This session explores the model for improvement “How will we know a change is an improvement” in more detail.
Duration	35 minutes
Pre-requisites	<p>Flip Chart & pens - 1 per table</p> <p>Templates printed out:</p> <p>FIAD-05-1-Measures-Worked example – minimum 1 per table</p> <p>FIAD-05-2-Measures-Template – minimum 1 per table</p> <p>FIAD video 5</p>

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 5 - Measures

Slide	Activity Type	Actions	Mins	Templates
11 	 TALK	INTRODUCE the session.		
	 PLAY VIDEO	PLAY the video via the link on the slide.		
	 PAUSE VIDEO	During the quiz, gaps have been left to allow participants to answer the questions. Depending on the speed of your participants you may want to briefly PAUSE the video during the Quiz phase for each question.		FIAD Video 5
	 PAUSE VIDEO	PAUSE the video when instructed.		
	 EXERCISE/ACTIVITY	FACILITATE the LIVE PROJECT exercise in the room: <ul style="list-style-type: none"> Divide into table groups to develop a family of measures for their challenge/aim – use flipcharts. Ask participants to transcribe their agreed family onto the template 		Flip Chart & pens per table FIAD-05-1-Measures-Worked example

				FIAD-05-2-Measures-Template
	 RESUME VIDEO	RESUME the video when the time is up.		
12 	 DISCUSSION	Facilitate a DISCUSSION by asking participants for some feedback on: <ul style="list-style-type: none"> • how they found that exercise • some examples from the exercise • any issues or barriers and how they will overcome them. 		






FACILITATOR PRE-SESSION GUIDANCE

Session 6 - Defining the Problem – Fishbone Diagrams








Facilitator background information and aim	This session explains how to use Fishbone diagrams to effectively explore a problem and gives the participants an opportunity to try it out themselves.
Duration	35 minutes
Pre-requisites	Templates printed out: FIAD-06-1-Fishbone-Template - minimum 1 per table as large as possible FIAD-06-2-Fishbone-WorkedExample – 1 per person FIAD-06-3-Fishbone-PracticeProject - 1 per person Paper & pens FIAD video 6

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 6 - Defining the Problem – Fishbone Diagrams

Slide	Activity Type	Actions	Mins	Templates
13	 TALK	INTRODUCE the session.		
	 PLAY VIDEO	PLAY the video via the link on the slide.		FIAD Video 6
	 PAUSE VIDEO	PAUSE the video when instructed and facilitate the PRACTICE PROJECT exercise. Participants should: <ul style="list-style-type: none"> 1) Work on tables/groups 2) Identify major factors missing 3) Take a branch and brainstorm more possible causes Attempt to identify a likely root cause.		FIAD-06-2-Fishbone-WorkedExample FIAD-06-3-Fishbone-PracticeProject
	 RESUME VIDEO	RESUME the video when the time is up.		
	 PAUSE VIDEO	PAUSE the video when instructed		



	 EXERCISE/ACTIVITY	<p>FACILITATE the LIVE PROJECT exercise: Asks learners to form groups and ask them to:</p> <ol style="list-style-type: none"> 1. Agree a problem statement based on the Aim 2. Work through a fishbone diagram <ol style="list-style-type: none"> a. Write the agreed problem at the head b. Identify the major factors c. Take each branch and brainstorm possible causes d. Identify the likely root cause <p>While you monitor the room to make sure nobody is stuck.</p>		<p>Paper pens</p> <p>FIAD-06-1-Fishbone-Template</p>
	 RESUME VIDEO	<p>RESUME the video when the time is up.</p>		
<p>14</p> 	 DISCUSSION	<p>Facilitate a DISCUSSION by the participants:</p> <ul style="list-style-type: none"> • getting some of the tables to share their key findings • get everyone to stick the diagrams on the wall 		









FACILITATOR PRE-SESSION GUIDANCE









Session 7 - Change Ideas using the Fresh Eyes technique

Facilitator background information and aim	This session encourages brainstorming with a fun way to generate new ideas.
Duration	35 minutes
Pre-requisites	Templates printed out: FIAD-07-1-FreshEyes-Template – 1 per person FIAD-07-2-FreshEyes-WorkedExample - 1 per person FIAD video 7

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 7 - Change Ideas using the Fresh Eyes technique

Slide	Activity Type	Actions	Mins	Templates
15 	 TALK	INTRODUCE the session.		
	 PLAY VIDEO	PLAY the video via the link on the slide.		FIAD Video 7
	 PAUSE VIDEO	PAUSE the video when instructed		
	 EXERCISE/ACTIVITY	FACILITATE the PRACTICE PROJECT exercise by: <ul style="list-style-type: none"> Hand out the roles template Give the participants 5 minutes to consider the PRACTICE PROJECT from the perspective of the role on the template After 5 minutes ask them to share their ideas on the table – allow a further 5 minutes.		FIAD-07-2-FreshEyes-WorkedExample
	 DISCUSSION	RESUME the video when the time is up.		

	 PAUSE VIDEO	PAUSE the video when instructed.		
	 EXERCISE/ACTIVITY	FACILITATE the LIVE PROJECT exercise by: <ul style="list-style-type: none"> Assign table groups a profession - how would a “chef” tackle your problem? Give the participants 10 minutes to brainstorm “How would a ____ tackle this?” and put ALL the ideas onto a flipchart page while you monitor and enforce the rules: <ul style="list-style-type: none"> No discussion or debate – all ideas are valid Watch body language as well – raised eyebrow or a frown can stifle ideas.		FIAD-07-1-FreshEyes-Template
	 RESUME VIDEO	RESUME the video when the time is up.		
<div data-bbox="190 1002 450 1174"> <div>16</div> <div>  </div> </div>	 DISCUSSION	Facilitate a DISCUSSION using some of the questions below: <ul style="list-style-type: none"> Select their best and their wildest idea to share and post on the wall. Was there a leader on their team? Who was it and who decided who the leader would be? <ul style="list-style-type: none"> If they had no leader, do they think having designated someone a leader would have helped? If they had a leader, how did he/she do? Did any team members tune out of the activity — out of frustration with other members or for some other reason? What could you have done to keep all members of the group fully engaged? Did everyone feel their ideas were well received during the activity? 		







FACILITATOR PRE-SESSION GUIDANCE









Session 8 - PDSA with the Marshmallow exercise

Facilitator background information and aim	This session encourages team working and creativity and gives them experience of PDSA and provides some light relief and energising after lunch.
Duration	30 minutes
Pre-requisites	<p>Marshmallow materials:</p> <p>Per table:</p> <ul style="list-style-type: none"> 20 sticks of uncooked spaghetti 1 marshmallow (standard size not mini or jumbo) 1 metre of string 1 metre of sticky tape <p>Facilitator : 1 measuring tape FIAD video 8</p>

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 8 - PDSA with the Marshmallow exercise

Slide	Activity Type	Actions	Mins	Templates
17	 TALK	Ensure marshmallow exercise materials pack has been distributed in advance		
	 PLAY VIDEO	INTRODUCE the session.		
		PLAY the video via the link on the slide.		FIAD video 8
18	 EXERCISE/ACTIVITY	<p>When the video ends FACILITATE the exercise:</p> <ul style="list-style-type: none"> Monitor tables as they participate in Marshmallow exercise to ensure no cheating and everyone understands the rules <p>RULES:</p> <ul style="list-style-type: none"> Build the tallest freestanding structure-measured from the table top surface to the top of the marshmallow. The entire marshmallow must be on top. Use as much or as little of the kit. Teams are free to break the spaghetti or cut the tape and string. <p>Time the exercise - When the time runs out STOP the activities and bring participants back to watch the video.</p>		<p>Marshmallow materials per table:</p> <ul style="list-style-type: none"> 20 sticks of uncooked spaghetti 1 marshmallow 1 metre of string 1 metre of sticky tape

19		 PLAY VIDEO	<p>PLAY Tom Wujec video explaining the relevance of this exercise</p> <p>While the video is playing - MEASURE each table's final structure – from the table to the top of the marshmallow, they MUST NOT be supported or attached to anything external.</p>		Measuring tape
20		 EXERCISE/ACTIVITY	<p>AWARD prize to tallest.</p>		
		 DISCUSSION	<p>Facilitate a DISCUSSION using the questions below:</p> <ul style="list-style-type: none"> • What was the strategy of each team? • What worked well for teams? • What was each member's role? • What would you do differently next time? • How can this be applied to improvement projects? 		








FACILITATOR PRE-SESSION GUIDANCE












Session 9 - PDSA Cycles

Facilitator background information and aim	This session draws parallels between the PDSA cycle from the marshmallow exercise and the existing challenge / aim. Inviting the learners to complete a PDSA cycle template to plan a PDSA cycle linked to their local project.
Duration	35 minutes
Pre-requisites	Templates printed out: FIAD-09-1-PDSA-Template – 2 per table FIAD-09-1-PDSA-WorkedExample – 1 per person FIAD video 9

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 9 - PDSA Cycles

Slide	Activity Type	Actions	Mins	Templates
21 	 TALK	INTRODUCE the session.		
	 PLAY VIDEO	PLAY the video via the link on the slide.		FIAD video 9
	 PAUSE VIDEO	PAUSE the video when instructed.		
	 EXERCISE/ACTIVITY	<p>FACILITATE the PRACTICE PROJECT exercise by: Pick one item on the journey to work fishbone and complete the template in your groups:</p> <ul style="list-style-type: none"> • Under PLAN Decide together what action you want to take • Under DO How you will go about that • Under STUDY How you will measure it • And under ACT How you will know when you achieve it <p>There is a worked example on your table for reference</p>		FIAD-09-1-PDSA-Template FIAD-09-1-PDSA-WorkedExample

<div>22</div> <div>   <p>PDSA Cycles Discussion</p> </div>		RESUME the video when the time is up.		
		PAUSE the video when instructed.		
		FACILITATE the exercise on their LIVE PROJECT by: <ul style="list-style-type: none"> Each table group decide on an idea that they are going to work through together Generate a PDSA Plan related to the QI project (comes from the fishbone earlier) 		FIAD-09-1-PDSA-Template
		RESUME the video when the time is up.		
		Check in with participants to see how easy they found the PDSA cycle planner to complete or get one or two to share their idea.		









FACILITATOR PRE-SESSION GUIDANCE











Session 10 - Spread

Facilitator background information and aim	This session is a discussion that links back to the beginning and spread considerations as you move through the whole process. Helping participants plan for how they will spread the knowledge about what they are doing – how to connect and identify who might be interested.
Duration	35 minutes
Pre-requisites	Templates printed out: FIAD-10-1-Spread-Template - 1 per person plus 1 per table FIAD-10-2-Spread-WorkedExample - 1 per person FIAD video 10

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 10 - Spread

Slide	Activity Type	Actions	Mins	Templates
23 	 TALK	INTRODUCE the session.		
	 PLAY VIDEO	PLAY the video via the link on the slide.		FIAD video 10
	 PAUSE VIDEO	PAUSE the video when instructed		
	 EXERCISE/ACTIVITY	FACILITATE the PRACTICE PROJECT exercise by: In groups: <ul style="list-style-type: none"> Discuss strengths and weaknesses of the following activity: "write up your top ten tips to improve team meeting attendance and share it in your internal newsletter" Look at worked example 		FIAD-10-2-Spread-WorkedExample
	Resume	RESUME the video when the time is up.		

	 PAUSE VIDEO	PAUSE the video when instructed.		
	 EXERCISE/ACTIVITY	FACILITATE the LIVE PROJECT exercise: <ul style="list-style-type: none"> Participants have 1 minute to come up with spread ideas for their live project individually. 		FIAD-10-1-Spread-Template
	 EXERCISE/ACTIVITY	FACILITATE 10 minutes to share ideas with the rest of the table.		
	 EXERCISE/ACTIVITY	FACILITATE 10 minutes for each table to agree the top 5 ideas: <ul style="list-style-type: none"> appraising the strengths and weaknesses complete the spread plan <p>Give them a warning 5 minutes before the time is up to start writing things on the plan.</p>		
	 RESUME VIDEO	RESUME the video when the time is up.		
24 	 DISCUSSION	FACILITATE a short DISCUSSION allowing participants to feedback, share and critique: <ul style="list-style-type: none"> Ask participants for their reflections on the activity. Do they normally complete a spread plan when undertaking improvement work? 		






FACILITATOR PRE-SESSION GUIDANCE

Session 11 - Networking and close

Facilitator background information and aim	A short round-up of the day, though you can extend this if you wish.
Duration	10 minutes
Pre-requisites	Templates printed out: FIAD-11-01-CPDForm FIAD video 11

LIVE SESSION FACILITATOR INSTRUCTIONS

Session 11 - Networking and close

Slide	Activity Type	Actions	Mins	Templates
25	 TALK	INTRODUCE the session.		
	 PLAY VIDEO	PLAY the video via the link on the slide.		FIAD video 11
26	 TALK	SUMMARISE the day: <ul style="list-style-type: none"> What have you learnt. What are the local next steps. 		
27	 TALK	<ul style="list-style-type: none"> Thank everyone for coming. Tell them where to find out more. Collate evaluation and CPD evidence. 	