




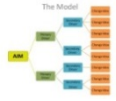

**The Essential Building Blocks for Improvement Science (IS):
Growing and Monitoring Individual and Group Skills to Enhance our Inquiry**
Marian A. Robinson and Garry Collette, George Washington University

“How Are We Getting Better at Getting Better?”

Self-Assess Your Growing Technical Skills: Using the IS Process & Tools

Improvement Science offers a range of tools and processes to guide your inquiry journey from problem to solution. Your growing **Technical Skills** reflect your confidence and capacity to use the IS process and tools well to explore problems and craft customized solutions. As an Improver, you can build your capacity and, in turn, help others grow confident in using this inquiry process.

- Use ✓ or notes to self-assess your confidence in using specific IS tools to guide your inquiry.
- In group: Compare charts – pick 2 IS tools to debrief as a group. Those describing the problems and offering a customized solution

	<i>MY Knowledge of the IS Processes and Tools</i>	Never Used	Low Confidence	Moderate Confidence	High Confidence	I Can Teach It!
1.	5 Whys 					
2.	Fishbone Diagrams 					
3.	System Improvement Map 					
4.	Driver Diagram- Developing Change ideas 					
6.	Testing Change Ideas-- PDSA Cycles 					
6.	Measurement: <ul style="list-style-type: none"> • Outcome Measures • Process Measures • Balancing Measures 					
7.	Other Technical Skills You Draw on as an Improver? <hr/>					

Source: Bryke et al. (2015). Learning to Improve: How America’s Schools Can Get Better at Getting Better. Carnegie Foundation for the Advancement of Teaching: Palo Alto, CA.

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**Self-Assess: Growing Human Systems Skills (Soft) through IS:
Your Personal & Organizational Knowledge**

Soft Skills reflect a willingness of members of a broader community of learners to share knowledge and learn from others. Their overarching goal is to develop a broader collective understanding of the work underway. Some categories of SOFT SKILLS we Improvers need to cultivate include:

- Communication Skills • Assertiveness • Negotiation • Time Management • Prioritizing • Stress Management • Leadership & Team Skills • Organizing & Administrative skills • Political Skills • Local Knowledge • Educational & Knowledge Management Skills •

Mark (✓) the stage that best reflects your current skill level when engaged in Improvement Science?

Activity: In pairs: Compare charts – pick 2 to debrief

	My <u>Soft Skills</u> to Support IS	None	Weak	Moderate	Strong	<i>I Can Teach It!</i>
1.	Being aware of & understand yourself/ asserting yourself accurately					
2.	Taking a leadership role on specific issues					
3.	Negotiating					
4.	Learning from others with different values and beliefs					
5.	Establishing relationships and information sources outside the school					
6.	Working as a member of a team					
7.	Belonging to networks for sharing or receiving information					
8.	Making sense of uncertain or unpredictable situations					
9.	Helping others gain opportunities to develop their abilities					
10	Being sensitive to the values of diverse cultures and groups					
11.	Other? _____					

Source: Skilled for Improvement: Learning Communities and the Skills Needed to Improve Care: An Evaluative Serve Development (March 2014) The Health Foundation: London, England.

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Self-Assess: Your Growing Learning Skills: Capacity for Group Learning

Learning skills reflect a willingness of members within a broader community of learners to share knowledge and learn from others to develop a broader collective understanding of the work underway. Soft Skills reflect a willingness of members of a broader community of learners to share knowledge and learn from others. Their overarching goal is to develop a broader collective understanding of the work underway. Some categories of SOFT SKILLS we Improvers need to cultivate include:

- Group Learning ● Action Learning Skills ● Critical Reflection ● Individual Learning Skills ● Knowledge Sharing ● Willingness to Learn ● Collective Learning Skills ● Learning Communities /Communities of Practice ● Encouraging Participation ● Organizational Learning ● Externalizing Tacit Knowledge ●

Mark (✓) the stage that best reflects your current skill level when engaged in Improvement Science?

Activity: In pairs: Compare charts – pick 2 to debrief.

	My Learning Skills to Support IS	None	Weak	Moderate	Strong	I Can Teach it!
1.	Using Concepts and theories to interpret information					
2.	Using software, databases to store, retrieve or analyze information					
3.	Establishing criteria for work quality and work standards					
4.	Integrating different ideas into a system or theory					
5.	Determining actions by weighing costs and benefits					
6.	Seeing things in new ways					
7.	Translating specialized information into practical, understandable reports					
8.	Monitoring and controlling progress towards goals					
9.	Putting together information from different sources					
10.	Viewing issues from many perspectives: being objective					
11.	Other: _____					

Source: Skilled for Improvement: Learning Communities and the Skills Needed to Improve Care: An Evaluative Service Development (March 2014) The Health Foundation: London, England.