

## Appendix 2: Capacity and capability programme education content

Over the course of the collaborative the capacity and capability programme delivered:

- **6 workshops** (a mixture of virtual and face-to-face events) for teams and coaches
- **21 modules** via MS Teams.

These focused on the following content:

<b>Value Management Approach</b>	<ul style="list-style-type: none"><li>• Value Management Approach</li><li>• Box score and visual management</li><li>• Multidisciplinary huddles</li></ul>
<b>Quality improvement skills</b>	<ul style="list-style-type: none"><li>• Introduction to quality improvement</li><li>• Aligning team and strategic aims</li><li>• Process mapping</li><li>• Testing to implementation</li><li>• Sustainability, scale-up and spread</li></ul>
<b>Using data and Excel</b>	<ul style="list-style-type: none"><li>• Analysing data using pareto, run charts and medians and using qualitative data</li><li>• Human factors and reliability</li><li>• Effective use of data and variation, and tools and visualisation</li><li>• Effective narrative, questioning and telling a story with data</li><li>• An introduction to Microsoft Excel and basic functions, formulas, sheets and charts</li><li>a. Introduction to Statistical Process Charts</li></ul>
<b>Coaching and team building</b>	<ul style="list-style-type: none"><li>• Supporting teams</li><li>• Coaching, facilitation and delegation skills</li><li>• Establishing an effective team and building consensus</li><li>• Joy in Work</li><li>• Transitioning teams to independence</li><li>• Quality improvement team coaching</li><li>• Art of Reframing</li><li>• Facilitation Skills &amp; Courageous Conversations</li><li>• Productive Zone of Discomfort</li><li>• Coaching for improvement, and</li><li>• Strategic negotiating and influencing skills.</li></ul>