

10 Tips for Improvement

1. Focus on what you can do, not what you can't
2. You choose how you respond to things (take control of this)
3. Find enthusiasts to try out new improvements on (not those who are reluctant)
4. Don't start with a large test/pilot- try with one or two people or a small group
5. Don't try and get one person to do it all – teamwork and diverse skills serve you best
6. Prototyping provides more learning and the best results
7. Measure your tests of improvement to find out if they've been successful - do this often and feedback your results quickly
8. Beware hidden assumptions in your attempts
9. Strong evidence for innovation is necessary but not enough to result in its adoption - you need to win hearts and minds
10. Spread the improvement- pass on the baton, find first followers and new leaders