

Skill Focus: Continuous Improvement

MAN-FMMS-1*

Standard: 1 Demonstrate employability skills required by business and industry.

- 1.1 Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.
- 1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.
- 1.3 Exhibit critical thinking and problem-solving skills to locate, analyze and apply information in career planning and employment situations.
- 1.4 Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

*Georgia Department of Education All Rights Reserved Manufacturing Career Cluster

This lesson offers three-time sequences for instructional delivery: 15 minutes; 30 minutes; or 55 minutes

15 minutes Lesson Plan

(Resources needed: Continuous Improvement video)

Objectives

TLW Define continuous improvement as it applies to workforce development

TLW Discuss the reasons continuous improvement is a benefit for employees

TLW Explain how continuous improvement will develop more effective employees

Instruction

1. Write the question, “What is continuous improvement?” (Large group discussion)
Students will help define the topic.
2. Introduce the video by saying, “in this short video, we are going to learn how the skill of continuous improvement can benefit us as employees.”
3. Watch a *Continuous Improvement Video* found on [Sector Employability Skills - YouTube](#). A list of specific videos that are each 2 minutes in length is found on the Resources Page of this Lesson Plan Packet.
4. Write the question on the board and lead a large group discussion with the students sharing their answers.
“In our careers, how can continuous improvement make us better employees?”
5. Ask students to turn to a partner and discuss how continuous improvement applies to you as an employee?
6. Ask students to share with the class.

Skill Focus: Continuous Improvement

30 minutes Lesson Plan

(Resources needed: Continuous Improvement video, *The How Can I Fix It* role-play, and the *How Can I Fix It* worksheet)

Objectives

TLW Define continuous improvement as it applies to workforce development

TLW Discuss the reasons continuous improvement is a benefit for employees

TLW Explain how continuous improvement will develop more effective employees

TLW Identify and record continuous opportunities given a role-playing situation

Instruction

1. Write the question, “What is continuous improvement” (Large group discussion)
Students will help define the topic.
2. Introduce the video by saying, “in this short video, we are going to learn how the skill of continuous improvement can benefit us as employees.”
3. Watch a *Continuous Improvement Video* found on [Sector Employability Skills - YouTube](#). A list of specific videos that are each 2 minutes in length is found on the Resources Page of this Lesson Plan Packet.
4. Write the question “In our careers, how can continuous improvement make us better employees?” and lead a large group discussion with students sharing their answers.
5. Ask students to turn to a partner and discuss how continuous improvement applies to you as an employee?
6. Ask students to share with the class.
7. Pass out worksheet(s) and select three students to role-play, *How Can I Fix It?* (one student will narrate)
8. Students will identify and record on the worksheet areas the employee could apply continuous improvement skills.
9. Once students have recorded areas for continuous improvement, they will participate in a **Tea Party** activity. A **Tea Party** is an activity where students will walk around the room visiting with other students and talking about the role-play. It offers students an opportunity to check their answers or elaborate further.
10. After 15 minutes of moving around the room, students return to their desks, and they share aloud their findings.

Skill Focus: Continuous Improvement

55 minutes Lesson Plan

(Resources needed: Continuous Improvement video, *The How Can I Fix It* role-play and the *How Can I Fix It* worksheet)

Objectives

TLW Define continuous improvement as it applies to workforce development

TLW Discuss the reasons continuous improvement is a benefit for employees

TLW Explain how continuous improvement will develop more effective employees

TLW Identify and record continuous opportunities given a role-playing situation

TLW Develop responses to demonstrate the use of continuous improvement in a role-play setting.

Instruction

1. Write the question, “What is continuous improvement” (Large group discussion)
Students will help define the topic.
2. Introduce the video by saying, “in this short video, we are going to learn how the skill of continuous improvement can benefit us as employees.”
3. Watch a *Continuous Improvement Video* found on [Sector Employability Skills - YouTube](#). A list of specific videos that are each 2 minutes in length is found on the Resources Page of this Lesson Plan Packet.
4. Write the question “In our careers, how can continuous improvement make us better employees?” and lead a large group discussion with students sharing their answers.
5. Ask students to turn to a partner and discuss how continuous improvement applies to you as an employee?
6. Ask students to share with the class.
7. Pass out worksheet(s) and select three students to role-play, *How Can I Fix It?* (one student will narrate)
8. Students will identify and record on the worksheet areas the employee could apply continuous improvement skills.
9. Once students have recorded areas for continuous improvement, they will participate in a **Tea Party** activity. A **Tea Party** is an activity where students will walk around the room visiting with other students and talking about the role-play. It offers students an opportunity to check their answers or elaborate further.
10. After 15 minutes of moving around the room, students return to their desks, and they share aloud their findings.
11. Once students have had an opportunity to demonstrate the continuous improvement skill, select two different students to role-play the employee and supervisor situation, only this time, students pick the continuous improvement skill to be enacted in the dialogue.

Resources

Lesson Plan(s)

PowerPoint

Videos: [Sector Employability Skills - YouTube](#)

CURIOSITY VIDEO LINKS	EMPLOYABILITY SKILLS DEMONSTRATED IN EACH VIDEO
CONTINUOUSIMPROVEMENT FORSYTHC VerticalEarth 21	CONTINUOUS IMPROVEMENT
CONTINUOUSIMPROVEMENT BANKS FireEMS 21	CONTINUOUS IMPROVEMENT
CONTINUOUSIMPROVEMENT FRANKLIN HabershamMed 21	CONTINUOUS IMPROVEMENT
CONTINUOUSIMPROVEMENT GVILLE CarrollDaniel 21.mov	CONTINUOUS IMPROVEMENT
CONTINUOUS IMPROVEMENT LUMPKIN HABITAT 21	CONTINUOUS IMPROVEMENT, LISTEN TO CORRECTION
ORGANIZATION MOTIVATION CHESTATEE ZF 21	CONTINUOUS IMPROVEMENT, ORGANIZATION, MOTIVATION

Activities

Skill Focus: Continuous Improvement

How Can I Fix It? Role Play

The setting is the front office of a service business. The employee is a student worker who just started working there two weeks ago. The supervisor is the office manager who is patiently teaching the new employee the office routines. It is early morning, and the supervisor and employee are both standing in the front office drinking coffee, reviewing the daily schedule.

The Phone Rings

Student Worker: “Hello?” “Can I help you?” “He is standing right here not doing anything, let me hand the phone to him.”

The supervisor takes the call, then hangs up.

Supervisor: SW, remember, we answer the phone by saying, “Good Morning, thanks for calling ABC Services, How may I help you?” *The student worker nods in agreement and returns to drinking coffee.* “Also, it doesn’t sound professional to the customer when you say that I am not doing anything. It is always better if you transfer the call to my office so I can speak privately there.” Again, the student worker nods as they turn on the computer.

The supervisor walks to their private office

The Phone rings again

Student Worker: Hello?” “Can I help you?” “Let me transfer your call.”

The Student presses a couple of buttons on the phone, but accidentally hangs up the call. The student worker works on responding to emails. The supervisor walks back into the front office.

Supervisor: “Have I gotten any phone calls?” “It seems really slow around here today.”

Student Worker: “You have gotten three phone calls already, I sent them back to you.”

Supervisor: “Show me how you are transferring the calls.”

Student Worker: “I press the *Transfer and Front Office buttons.”

The student worker returns to typing on the computer.

Supervisor: “I see what you are doing, you should press the *Transfer and Supervisor buttons to transfer the calls to my office.”

*The student worker nods in agreement and the supervisor returns to their office.
The Phone rings again*

Student Worker: “Hello?” “Can I help you?” “Let me transfer your call.” *The Student Worker presses a couple of buttons on the phone, but accidentally hangs up the call.*

The supervisor returns to the front office

Supervisor: SW, I need you to find the email I sent to Rocky’s Bowling Alley last Week, it has all of the contracts and locations of the work we will be doing the next two years. We will be sending routine emails to them frequently and you will need to access the information quite often.

Student worker nods, does nothing, and returns to the computer to return emails.

The supervisor walks away wondering if the student worker will improve

How Can I Fix It? Worksheet

Student Name _____ Date _____

Identify an Opportunity for Continuous Improvement (employee mistake)	Identify a way to use continuous Improvement to avoid repeating the mistake	Write the new conversation that would take place using continuous improvements