System Improvement Skill-Building

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Overview

In the same way there are community-level methods and approaches for system improvement, there are specific individual skill sets and competencies system improvers need to drive those strategies forward. This session will provide an overview of competency lanes that support system improvement and some training resources your community can tap into to develop those skills. We'll also use the space to surface critical competencies and perspectives that are missing from the conversation.

Additional Details

To be a system improver within your community can be a lonely role — you may be the only named system improver in your community and there may not be much in the way of a skill development roadmap for you to follow. Drawing from other sectors, this session will present a competency model for system improvers:

- **Quality Improvement**: Taking a structured approach to systems change
- **Facilitation**: Structuring discussions to support problem-solving
- **Human-Centered Design**: Involving end users and key contributors in the design process
- **Data For Improvement**: The science of using data to inform decision making and problem solving
- **Community Backbones**: How place-based partnerships facilitate population-level change

We'll talk about some of the knowledge and skills that make up each of these competency lanes, what resources are available to help you strengthen your system improvement skills, and how Built for Zero can support you in your skill development.

Key Learnings
- System Improvers are most effective when they have a combination of system improvement competencies, technical knowledge, and collaborative postures.

- Because system improvement is a cross-sector methodology, there are a wide range of training resources available that can spur your skill development (such as IHI, Strive Together, and the Collective Impact Forum).

- Leverage your system improvement work with Built for Zero to practice new skills and get plugged into opportunities to connect with other system improvers who want to build their skills.

Actions
- Leave with a list of self-guided training resources and a way to map their skill development pathway.

Related Learning
- System improvement is a big field! There are so many proven resources out there from established system improvement networks that we can tap into.

Considerations for Equity

- We will highlight free and low-cost opportunities to grow your system improvement skill sets.
- Adult learning is most effective when there are a variety of different learning modalities — we'll highlight resources that leverage static learning, interactive online courses, and in-community practice.

FURTHER LEARNING

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