

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Continuous Improvement Culture

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Tools alone do not create lasting improvement; culture does. This course explores how to build a continuous improvement culture: leadership behaviours, psychological safety, engaging employees in problem solving, coaching routines, recognising improvement, learning from failure and measuring cultural progress.

Many organisations train in lean and Six Sigma but see little lasting change. You will learn to build the culture that makes improvement stick.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Culture assessments, leadership behaviour workshops, coaching practice and case studies.

Course objectives

By the end of this course, participants will be able to:
• Explain elements of an improvement culture
• Assess current improvement culture
• Model leadership behaviours that support improvement
• Engage employees in daily problem solving
• Use coaching routines to build capability
• Recognise and sustain improvement

Target audience

This course is suitable for:
• Senior leaders and managers
• Continuous improvement leaders
• HR and culture professionals
• Team leaders
• Operational excellence staff



Course content

Target competencies

Participants will develop competencies in:
- Culture assessment
- Leadership behaviours
- Employee engagement
- Coaching
- Recognition

Course outline

Day 1: Improvement Culture

09:00–10:08	Why culture matters
10:08–11:00	Elements
11:00–11:30	**Coffee break**
11:30–11:45	Elements (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Assessment

09:00–10:08	Culture diagnostics
10:08–11:00	Behaviours
11:00–11:30	**Coffee break**
11:30–11:45	Behaviours (continued)
11:45–12:53	Barriers
12:53–14:00	Workshop

Day 3: Leadership

09:00–10:08	Leader standard work
10:08–11:00	Gemba
11:00–11:30	**Coffee break**



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11:30–11:45	Gemba (continued)
11:45–12:53	Asking questions
12:53–14:00	Exercise

Day 4: Engagement and Coaching

09:00–10:08	Problem-solving involvement
10:08–11:00	Coaching kata
11:00–11:30	**Coffee break**
11:30–11:45	Coaching kata (continued)
11:45–12:53	Psychological safety
12:53–14:00	Practice

Day 5: Sustaining

09:00–10:08	Recognition
10:08–11:00	Learning from failure
11:00–11:30	**Coffee break**
11:30–11:45	Learning from failure (continued)
11:45–12:53	Measuring progress
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,450.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Dubai Confirmed dates	30 Nov 2026	4 Dec 2026	**€3,150.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Rome Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,450.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Barcelona Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,840.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Amsterdam Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,540.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Barcelona Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,840.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,890.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	3 May 2027	7 May 2027	**€1,890.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	24 May 2027	28 May 2027	**€1,450.–**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
Istanbul Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,650.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Vienna Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,940.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Cape Town Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,890.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.–**
Frankfurt Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,650.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Vienna Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,940.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Rome Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Paris Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,860.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**€3,150.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online