



Continuous Improvement Network
Tuesday 24 April, 10:00 – 16:00
Business Events Centre, Benton Park View, Newcastle

1. Welcome and Introductions	
10:00 – 10:30	
Robert Leedham, HMRC	<ul style="list-style-type: none">• Welcome and Domestics• Introductions and opportunity for the group to mix
2. Buy in	
10:30 – 11:30	
Robert Leedham, HMRC	<ul style="list-style-type: none">• Storytelling to gain buy in to CI
3. Toolkit	
11:45 – 12:30	
Neil Donachie, HMPO	<ul style="list-style-type: none">• CI Toolkit – what works well and lessons learnt
12:30 – 13:15 Lunch Break	
4. Techniques	
13:15 – 14:15	
Lauren Waters, MoJ and Susi Wilkinson, HO	<ul style="list-style-type: none">• Alternative brainstorming techniques• Feedback from CI conference
5. Action Learning Discussion	
14:15 – 15:00	
Neil Donachie, HMPO	<ul style="list-style-type: none">• How to get change and CI to stick
6. Coaching	
15:15 – 15:45	
HMRC	<ul style="list-style-type: none">• Overview of Lifestyles Inventory Tool and benefits in relation to coaching
7. Next Event	
15:45 – 16:00	
Robert Leedham, HMRC	<ul style="list-style-type: none">• Ideas for the next CI event

- | | |
|--|--|
| | <ul style="list-style-type: none">• Overview of cross government CI conference in Birmingham |
|--|--|

Connect Citizens Capability

Inspire Innovate Invest