



## Continuous Improvement Network

Thursday 22 November

Business Events Centre  
Benton Park View  
Newcastle upon Tyne  
NE7 7NE

10:00-16:00

<b>1. Introduction and Elevator Pitch</b>	
10:00 – 10:30	
	<ul style="list-style-type: none"><li>• Welcome and introduction and networking</li></ul>
<b>2. How to Encourage High Performing Teams</b>	
10:15 – 11:15	
	<ul style="list-style-type: none"><li>• The behaviours of high performing teams</li></ul>
<b>3. CI and Design Thinking in Tesco</b>	
11:30 – 12:15	
	<ul style="list-style-type: none"><li>• How a major supermarket is using CI and Design thinking in its business operations</li></ul>
<b>4. Voice Analytics in HMRC</b>	
12:15 – 12:45	
	<ul style="list-style-type: none"><li>• How HMRC are using voice analytics i</li></ul>
<b>12:45 – 13:30 Lunch</b>	
<b>5. Measuring Leadership Behaviour</b>	
13:30 – 14:30	
	<ul style="list-style-type: none"><li>• A Leadership example - what improvements can you support in your own environment?</li></ul>
<b>6. Developing Performance Measures</b>	
14:45 – 15:30	

	<ul style="list-style-type: none"><li>• The challenge of developing performance measures; experiences from a multi- agency project for tackling serious organised crime in Scotland.</li></ul>
<b>7. Event Planning for Next Event</b>	
<b>15:30 – 16:00</b>	

**Connect Citizens Capability Inspire Innovate Invest**