

LEADERSHIP & MANAGEMENT COURSES

QUALITY IMPROVEMENT & RISK MANAGEMENT

Course overview

This training program will provide participants with skills, knowledge and competence in assessing, planning and implementing risk management and quality improvement systems and processes to improve service delivery and organisational effectiveness.

Who will benefit from this course?

Anyone working in the role of CEO, director, manager, project manager, team leadership or supervisor.

DURATION: 1 Day

FEE: Varies depending on venue, sector, numbers & service provided

IN-HOUSE TRAINING: By arrangement with your organisation

CUSTOMISED TRAINING: To meet the specific requirements of your service and sector

VENUE: Available **Australia-wide including remote & regional areas**

Discounts for NGOs

Course content

- Understand the key concepts, models and approaches to management risks at all levels and deliver quality services.
- Apply a systemic framework to quality improvement and risk management considering the service or organisation as a whole.
- Identify the various components of an organisation which can create risk; and apply risk management systems, auditing and analysis processes, accountabilities and strategies.
- Understand the quality improvement cycle, and quality improvement gap analysis, feedback systems, audits, benchmarking, accountabilities and processes.
- Develop, implement and monitor systems and processes to identify, manage and reduce risks and improve quality of outcomes.
- Identify strategies to engage all stakeholders and build commitment to systems implementation and monitoring to mitigate risks and improve quality.
- Develop data capturing systems and structured frameworks for identifying, analysing, taking corrective action, monitoring and reviewing risks and opportunities to improve.
- Incorporate risk management and quality improvement into team, service or organisational planning.
- Create a culture and change management processes critical to effective risk management and quality improvement outcomes.
- Understand evaluation as an integral part of risk management and quality improvement and related approaches, systems, processes, analysis and interventions.
- Explore a range of tools and templates applicable at all stages of continuous quality improvement and risk management processes.
- Receive coaching and feedback in a small highly interactive training group.

Contact us for an obligation free quote!

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