



How to Create a Continuous Improvement Culture by... ...Closing the G.A.P.S.

Results Washington | October 2023

Katie Anderson

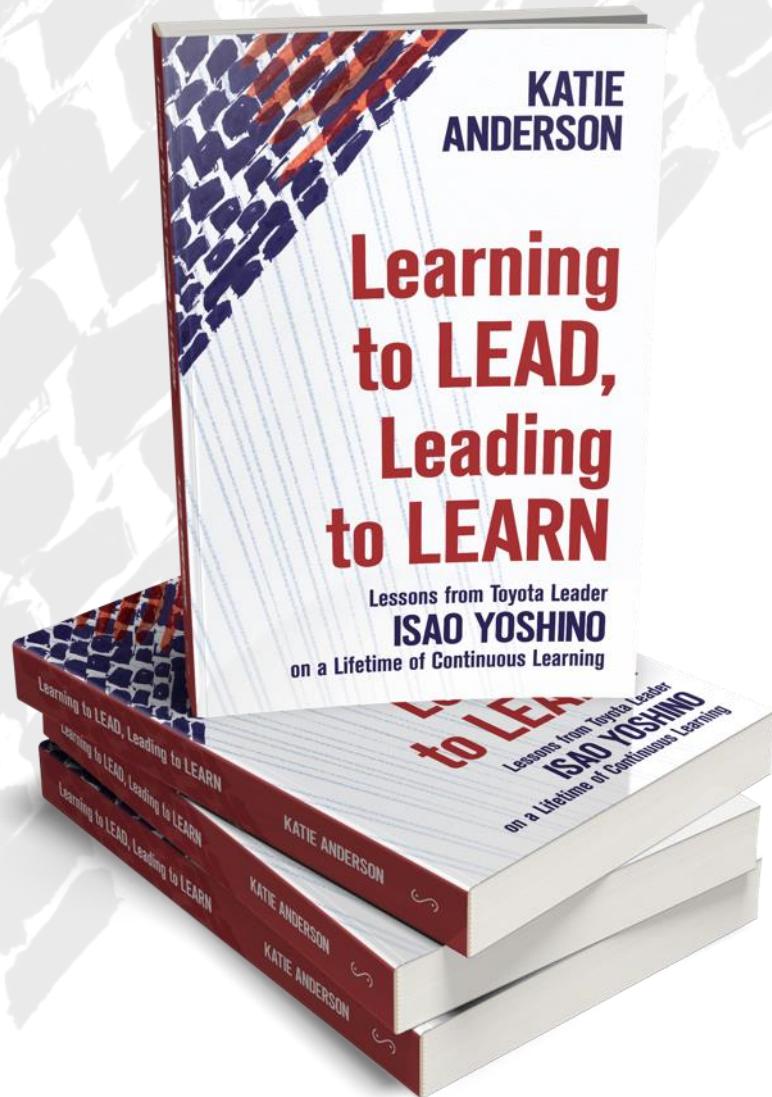
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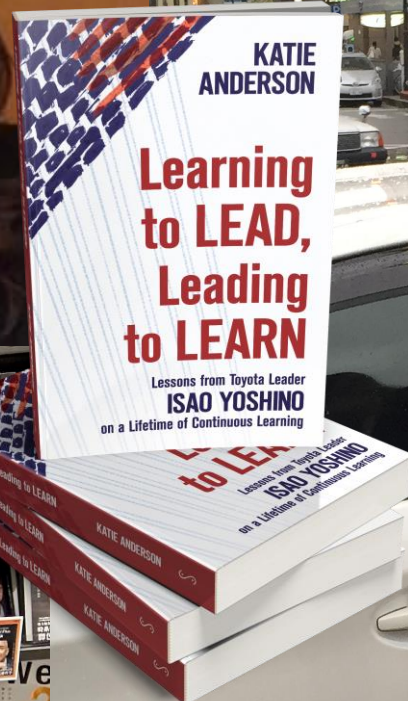
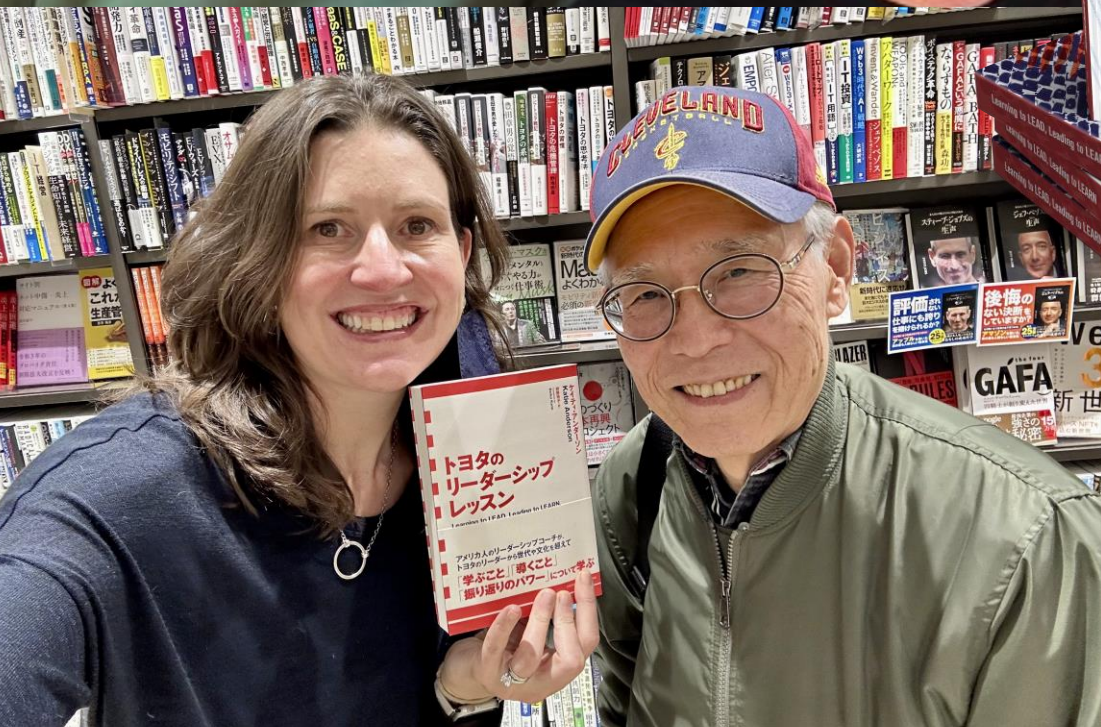


Education



Follow →





“My aim was to develop John by giving *him* a mission or target, and supporting *him* while he figured out how to reach the target.

And as I was developing John, I was aware that I was developing myself as well.”

– Isao Yoshino



Leading to Learn[®]

1

Set the direction

2

Provide support

3

Develop yourself

**So...What are the
barriers to creating
a culture of
continuous
improvement?**



Intention=

Align with Purpose



Heart



Direction

Create the *conditions* for learning



TARGET

Go See

Ask

Pause

Study (Reflect)

ACTUAL

Go See

A

P

S

See With PURPOSE

Check *in* with people...Check *on* process



Make the invisible visible



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Go See

Ask

P

S

What discourages
people from thinking &
taking responsibility for
problem solving?



Who owns the problem?



Pay attention to the **quality** of your questions

What if
you tried...?

...My idea!

**BEWARE OF
ADVOCACY IN
DISGUISE!!!**

Get the free “3 Tips to Break Your Telling Habit” Guide
<https://KBJAnderson.com/telling-habit/>



Go See
Ask
Pause
S

Create Space

for Thinking



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Take an **intention** pause

What is my
PURPOSE?

How do I align my
ACTIONS?



Go See

Ask

Pause

Study (Reflect)

A magnifying glass with a black handle and silver rim is positioned over a piece of bright blue, torn-edge paper. The word "STUDY" is printed in large, bold, dark blue capital letters in the center of the paper. A red clothespin is clipped to the bottom edge of the paper. The entire scene is set against a blurred, greyish-blue background.

STUDY



**Reflection is
the beginning,
not the end,
of learning.**



Personal SAPD

ADJUST

SET A GOAL/ INTENTION

What actions align with who I want to be?
What does better look like for me?

STILL

REFLECT

How will I know that I'm improving?
What is my process for reflection?

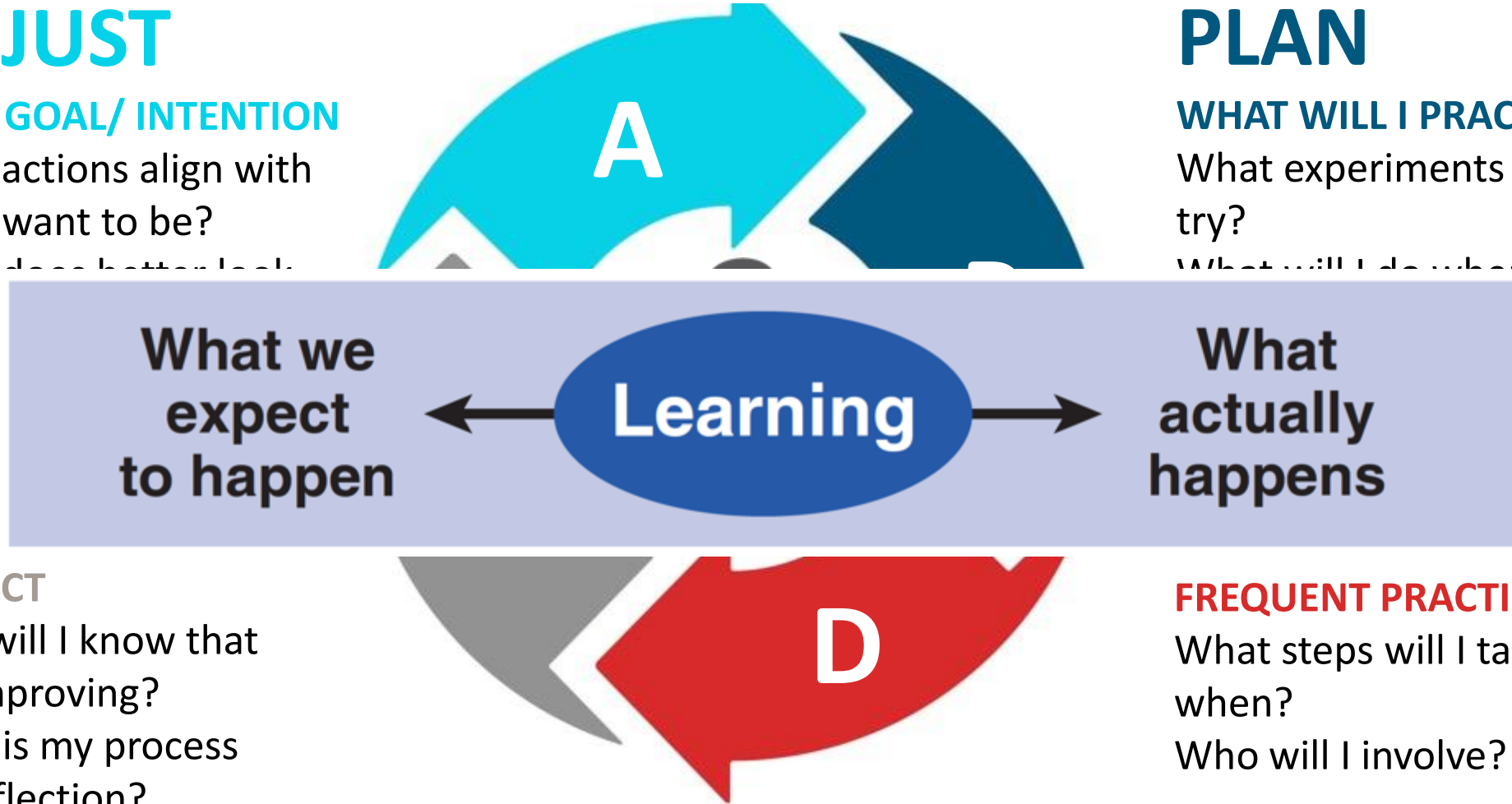
PLAN

WHAT WILL I PRACTICE?

What experiments will I try?
What will I do when I feel old

FREQUENT PRACTICE

What steps will I take and when?
Who will I involve?



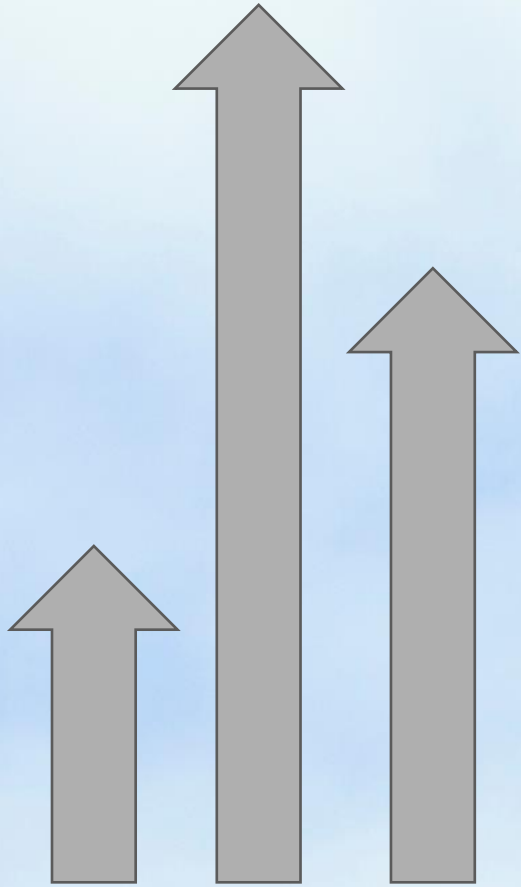


**"I am a business
condition
that requires
improvement."**



struggle

TARGET



ACTUAL

Go See

Ask

Pause

Study (Reflect)



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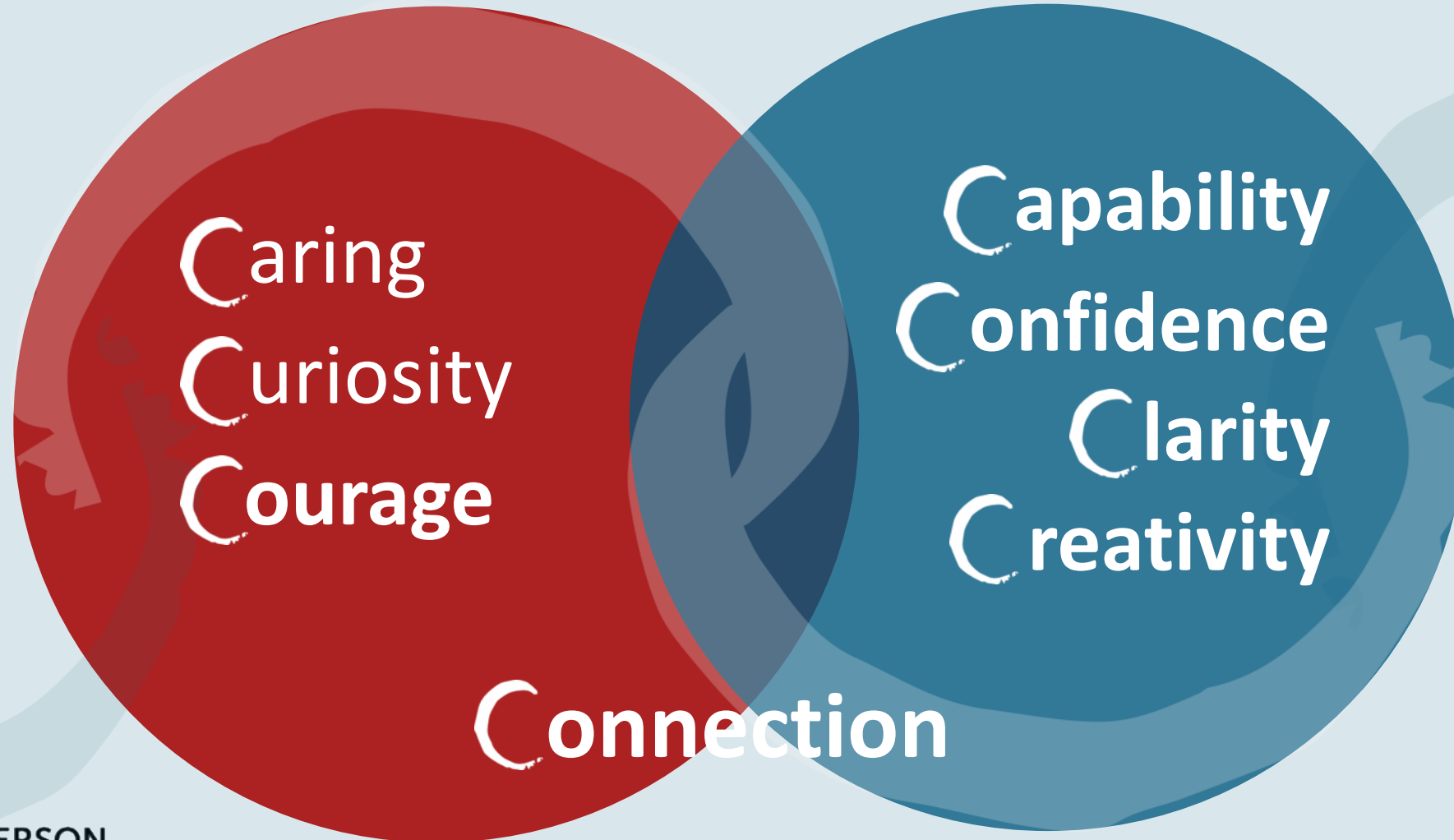
Larry Culp, CEO of General Electric, & Katie Anderson, October 2022



Create a Chain of Learning[®] -- The 7Cs:

When we lead with:

We help develop:



**“Fall down seven times,
get up eight.”**

-Japanese proverb



Set your Intention:

What one area will you
focus with intention to
close your GAPS?



Vote on Menti

- 1 – **G**o see
- 2 – **A**sk questions
- 3 – **P**ause (Listen)
- 4 – **S**tudy (Reflect)



What
one word
describes your **top**
takeaway from this
session?





THANK YOU!

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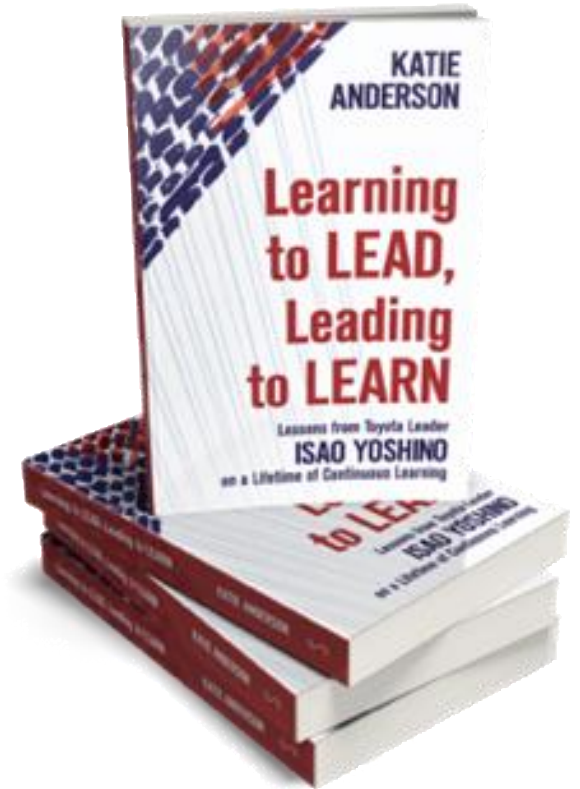
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