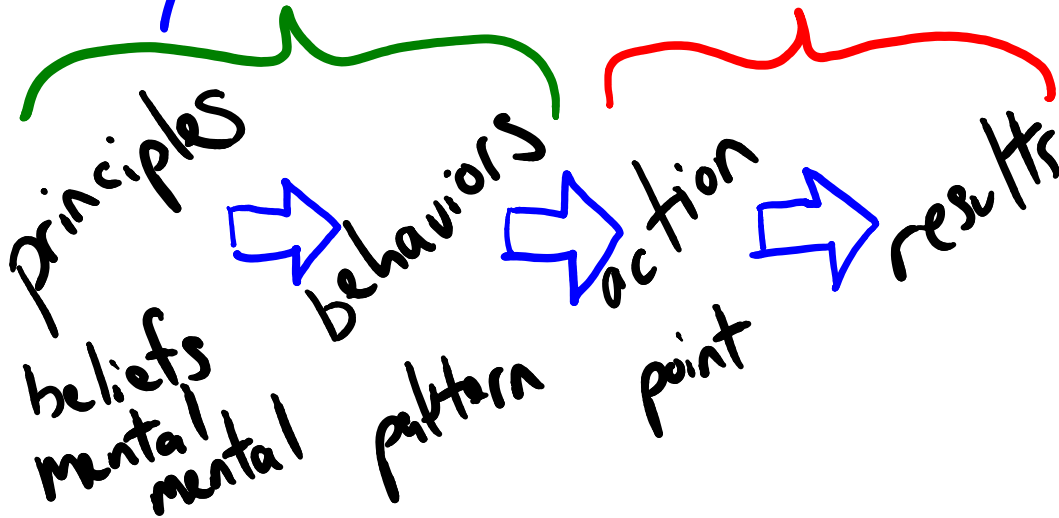


# How to drive improvement behaviors

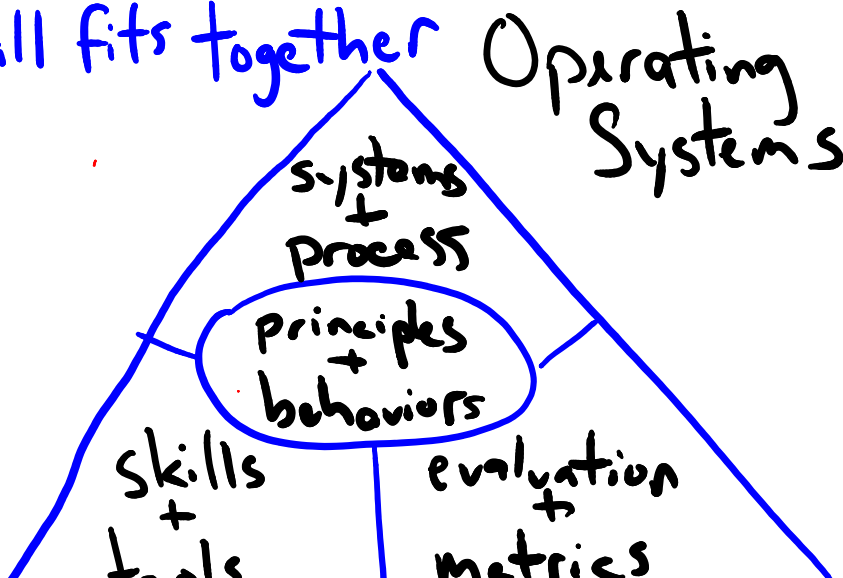
on Twitter:  
[@flinchbaugh](#)  
[@markgraban](#)  
[@kainexus](#)

by Jamie Flinchbaugh  
hosted by KaiNexus

## why does this matter?



## It all fits together





LEARN APPLY REFLECT



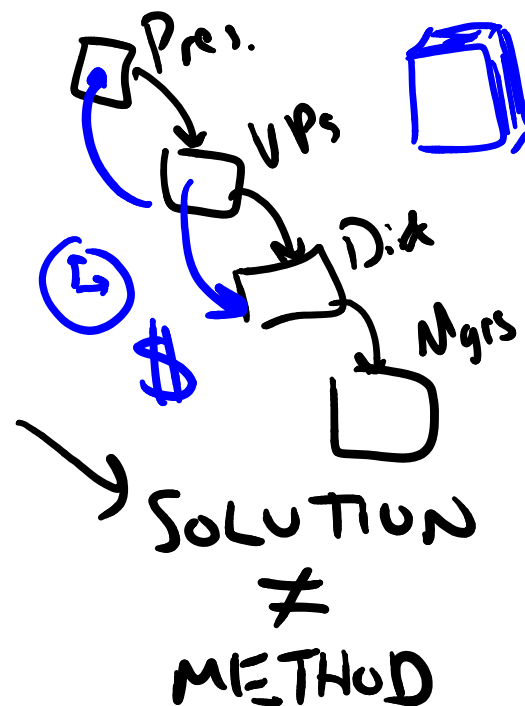
**LEARN**

- TRAINING + control efficient - disconnected one size fits all
- COACHING - variable inefficient + connected custom

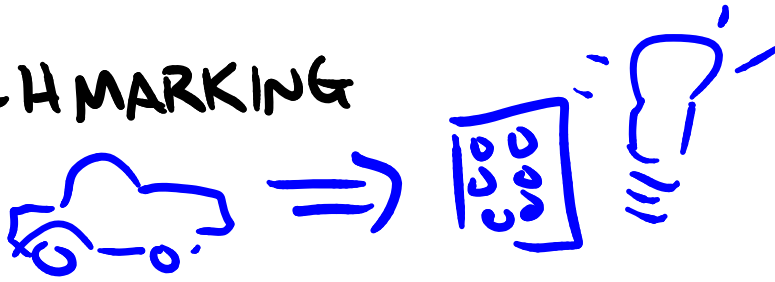
• LANGUAGE ~~customer centric/focused~~  
OBSESSED

"shareholder" ≠ employee

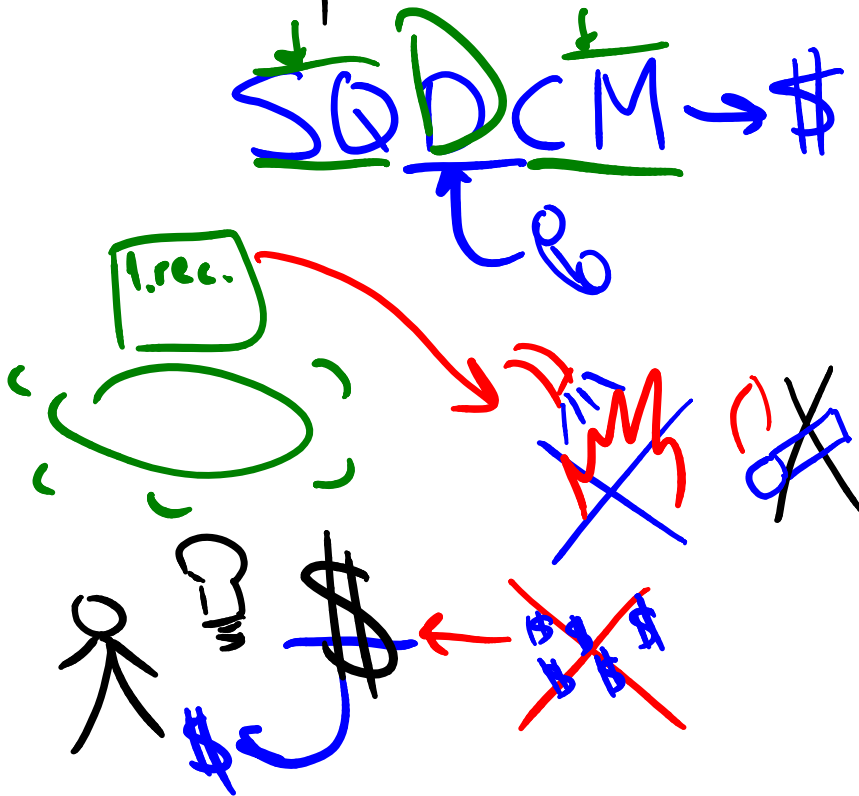
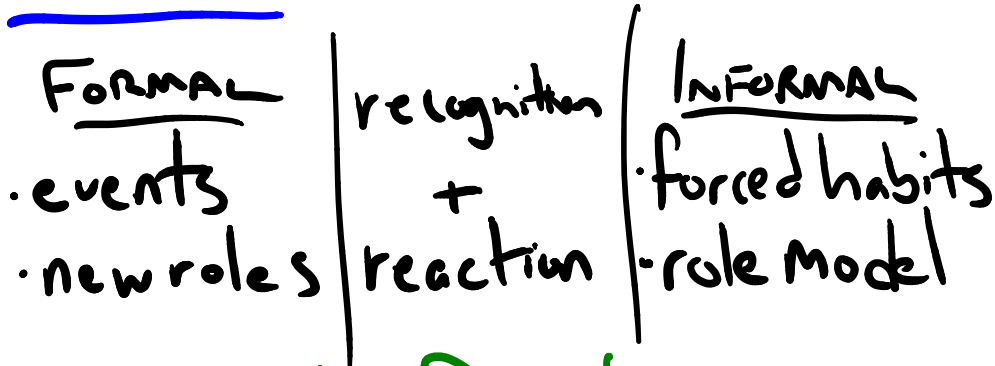
• BENCHMARKING



- BENCHMARKING



## APPLY



# REFLECT

## A. Events → After Action Review

1. Plan      3. learn  
2. why?    4. do  
    ↑  
observe

B. ?s      ~~info~~  
    ↓  
    ~~ANSWER~~

