Perceive	Define	Investigate	Select	Implement	Review
• AIR 1 (Assessing Initial Readiness) • FOG Analysis (Fact, Opinion, Guess) • Five Whys • User Stories • Purposeful Conversations	• High Level Process Map • Scoping Document • In Frame/Out of Frame • Fish Bone Diagram • A3 Problem Statement • Air 2 (Alignment, Impact, Readiness) • Measures to Consider	• Swim Lane Process Map • Value/Non Value Adding Steps • Rapid Improvement Event • Four Process Voices • Eight Wastes • Runners, Repeaters, Strangers • Theory of Constraints • Pareto Analysis • Stakeholder Analysis • Spaghetti Diagram	• Ease/Benefit Analysis • Designing Out Errors (Poka Yoke) • Repeatable and Reproducible • Reducing Cost vs Creating Capacity • SMART Goals	• Implementation Action List • RACI Chart (Responsible, Accountable, Consulted, Informed) • Visual Management • Automation Makes Problems Visible	• Reviewing Performance • Customer Journey Maps • STAR Story Telling • Visual Displays • Process Heat Map

Tools for collaboration

Additional Tools for Responding to Other People's Behaviour

- Conflict Types
- Hierarchy of Needs
- Group Dynamics
- Two Factor Theory

- Force Field Analysis
- Interest Based Negotiation
- Practicing Responses