

## Tips for Sustaining Accuracy Improvements

These tips are designed to help you sustain the accuracy improvements which delegates have achieved by participating in *Developing an Eye for Accuracy*.

During the course, delegates learn to use and then practise proven accuracy techniques. The simple, easy-to-implement post-course recommendations described in this Tips Guide will help you to optimise the benefits of the training.



# Sustaining Accuracy Improvements



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## Tips Guide



# Sustaining Accuracy Improvements

## Following up in the workplace

- Use the themed accuracy tests (provided free by Scott Bradbury) to keep accuracy front of mind and to remind your people about the importance of 'getting it right first time every time'. These light-hearted tests deliver a serious message in a fun, engaging way
- Talk to delegates about what they learned during *Developing an Eye for Accuracy* and how they will apply the techniques to their work
- Ask the delegates how they interpret their individual 'Personal Error Pattern', which emerged during the training
- Review the test results from the training course and speak to each delegate individually about his or her score. Review any errors made and the time taken to complete the test
- Ask delegates to keep their *Developing an Eye for Accuracy* Tips Guide handy for quick and easy reference
- Let people know that you are monitoring error rates and will be using the post-course assessments provided by Scott Bradbury to track accuracy performance
- Emphasise the benefits of fewer errors to the individual: less stress, better morale, less time wasted on re-work, greater sense of achievement and success

- Introduce 'accuracy challenges' to introduce an element of competition between teams and to raise overall attention to detail in a fun, non-threatening way
- Introduce a monthly accuracy prize for the team with the fewest errors
- Circulate and display the Staying Accurate Today 'Reminders' and 'Action Points' provided by Scott Bradbury, to foster an accurate working environment
- Consider producing your own accuracy branded items like posters, pens, rulers, notepads etc. which reinforce accuracy messages.

## Involving line managers

- It's best if line managers participate in the training so they too are familiar with the accuracy concepts and techniques
- Ask line managers to discuss the 'Contract' from the end of the programme with individual team members. How will they apply what they have learned?
- Invite line managers to make observations about attitudes to accuracy after their people have attended the training – provide them with the 'Manager's Perspective Questionnaire' from the course materials
- Ensure your managers lead by example and demonstrate that although they also sometimes make an error, they know how to learn from their mistakes

- Ask line managers to monitor their people's accuracy rates and to provide feedback to their teams on accuracy performance
- Consider encouraging line managers to attend the *Coaching for Accuracy* one day workshop to learn how to reinforce the accuracy techniques back in the workplace.

## Other support available

- On-going free telephone support
- Free themed accuracy tests
- Additional test assessments to administer one month, three months and six months after the initial training
- Evaluation and review of post-training assessment results
- Building an Internal Accuracy Culture Tips Guide.

- Review course results
- Introduce accuracy challenges
- Make use of free accuracy tests
- Involve line managers