



LEADERSHIP AND TEAMS

Leadership Behaviours in Operational Excellence

DURATION

1 day

AUDIENCE

Managers

LANGUAGE

Polish or English

FORMAT

On site or online

The leader as improvement coach: building a culture where the team raises and solves problems on its own. Gemba, leader standard work and improvement conversations, translated from the shop floor to the office.

WHAT WE COVER

- The leader's real job in improvement: coach, not chief problem solver
- Gemba in an office: going to where the work happens when the work is on screens
- Leader standard work: the routines that keep improvement alive between initiatives
- Improvement conversations: questions that develop people instead of giving answers
- Psychological safety: why problems stay hidden and what leaders do about it
- Practice: participants design their own leader standard work for the coming month

YOU LEAVE WITH

- Your own leader standard work, designed during the session
- A question set for improvement conversations with your team
- A simple routine for making problems visible without blame

WHO IT IS FOR

Managers and team leaders building a continuous improvement culture in office and service environments. A strong follow-up to Lean Management in Business Services.



BOOK THIS TRAINING

Write to michal.krauze@krauzeadvisory.com with the subject "Training: Leadership Behaviours in Operational Excellence". Add preferred dates and group size. Closed programs are tailored to your organisation.