

FOR IMPROVEMENT AND CHANGE TEAMS · ONE HOUR · IN PERSON OR VIRTUAL

More tools, more data and more software than any improvement team in history. Now AI as well.
And change is still about as hard to make stick.

THERE IS NO ALGORITHM FOR TRUST

Why continuous improvement is still a human business.

“Exceptional impact.”

Top rating for usefulness, **10 out of 10** for recommendation
 Attendees, LCS webinar, October 2026

THE METHOD WAS NEVER THE PROBLEM

A method tells you what good looks like. It does not tell you whether the operator on nights believes you, or whether the supervisor who has sat through four of these already will give you the real version or the polite one.

So when improvement stalls, we add. A better tool, a clearer dashboard, a tighter stage gate. It feels like progress, because it is visible and it can be put in a plan. It is also one of the most expensive wrong turns there is.

PEOPLE PROTECT WHAT THEY HELP TO BUILD

They do not protect what they are told to implement. **That is the difference between a change still running two years later and one that stopped the week after the folder was handed over.**

Trust is not the soft part of improvement. It is the most practical tool on the list.



LEE HOUGHTON

Built from the everyday, delivered with humour and no jargon. Nothing that needs translating on Monday.

- 20 years working with leaders
- Amazon best-selling author of *The People Puzzle*
- National Coach of the Year
- Works across improvement and leadership

WHAT THE ROOM LEAVES WITH

What trust means to each of you

Six people in a room, six different definitions. Until that is on the table, you are all agreeing about different things.

Saying is not landing

Why the same message, same shift, reaches two people completely differently.

With, not to

What changes when people help build the thing they are asked to run.

Commitments, in writing

One personal behaviour each, and what the group agrees to hold together.

One hour. The conversation your change programme has been avoiding. A commitment in writing from every person in the room.

£500 plus VAT. Travel at cost, told to you up front.

- **A 20 minute call** with you first
- **The hour itself**, inside a meeting you already have
- **A reflection sheet** each, commitments written down
- **A 30 minute debrief**, booked before delivery

BOOK THE HOUR

Tell me what change you are running and where it is getting stuck

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