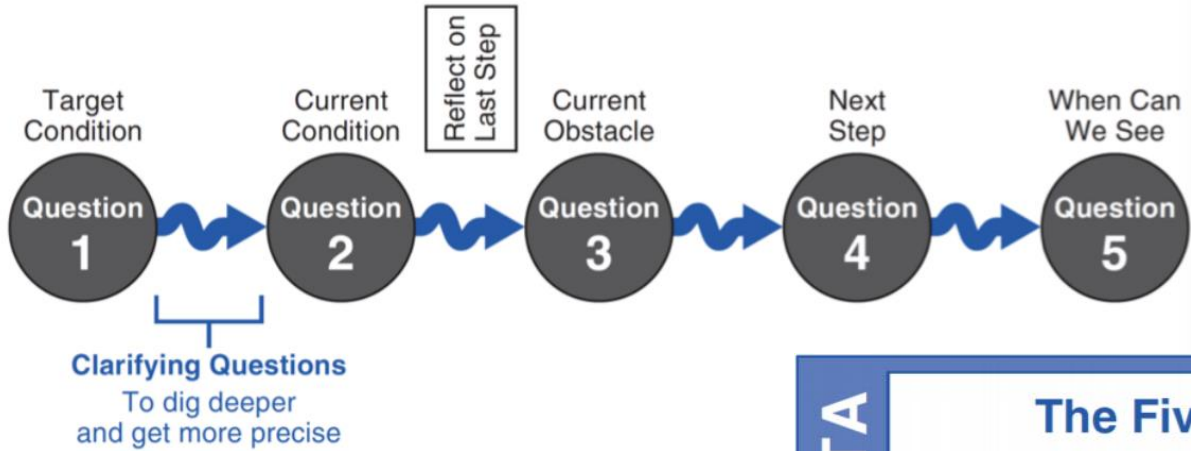


Kata or “Way of Doing”

Is a form, routine, or pattern of behavior that can be practiced to develop a skill to the point where it becomes second nature.

The benefit of Kata:

By implementing Kata, the organization can develop the habits and skills to shift individual mindsets and corporate culture toward truly continuous improvement that keeps processes efficient, customers happy, and teams engaged.



An iterative process where the Card is turned over to reflect on the last step after question 2

Asking the questions helps make the current thinking visible, so others can give feedback

COACHING KATA

The Five Questions

- ① What is the **Target Condition**?
- ② What is the **Actual Condition** now?
------(Turn Card Over)----->
- ③ What **Obstacles** do you think are preventing you from reaching the target condition?
Which **one** are you addressing now?
- ④ What is your **Next Step**? (Next experiment)
What do you expect?
- ⑤ How quickly can we go and see what we **Have Learned** from taking that step?

**You'll often work on the same obstacle with several experiments*

Reflect on the Last Step Taken

Because you don't actually know what the result of a step will be!

*Have the learner state the **obstacle** being worked on*

- 1) What did you plan as your **Last Step**?
- 2) What did you **Expect**?
- 3) What **Actually Happened**?
- 4) What did you **Learn**?

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Return to question 3