



## Baldrige/Sterling Core Team Training

---

<b>OBJECTIVES</b>	Prepare a team of employees to conduct self-assessments and develop / implement the Baldrige/Sterling management system in preparation for examination
<b>COURSE SUMMARY</b>	<ul style="list-style-type: none"> <li>• In-depth Criteria training including best practices</li> <li>• Conducting self-assessments utilizing the PQS Self-Assessment Tools<sup>SM</sup> or an application</li> <li>• Developing and implementing the management system from the assessment results</li> <li>• Writing an application</li> <li>• Preparing for a site-visit from the Baldrige/Sterling examination team</li> </ul>
<b>KEY TOPICS</b>	<ol style="list-style-type: none"> <li>1. Baldrige/Sterling Criteria for Performance Excellence Criteria</li> <li>2. Self-assessment tools and techniques</li> <li>3. Interviewing skills</li> <li>4. Report writing skills</li> <li>5. Project management skills</li> <li>6. Internal consulting</li> </ol>
<b>TARGET GROUP</b>	Managers, Supervisors, and employees who have responsibility assessing organization current state and identifying future growth areas and improvement strategies. Works best with a dedicated core team responsible for assessment and implementation.
<b>CLASS SIZE</b>	10 maximum, best with 7 (a 7 member core team)
<b>RECOMMENDED DURATION</b>	18 days including all training, self-assessment, site visit, final feedback report writing and a report out
<b>PREREQUISITE</b>	None required. Best when participants have completed Process Management and Systematic Problem Solving. All companion courses helpful.
<b>INSTRUCTIONAL FORMAT</b>	This workshop is a moderate to advanced workshop utilizing a mix of teaching techniques. Group discussions and group exercises are utilized. The Assessment Team will perform a criteria assessment on their organization using the PQS Self Assessment Process, including consensus meeting/report, site visit and final feedback report, and a report out.
<b>COMPANION COURSES</b>	Benchmarking, Building Blocks to Customer Satisfaction, Executive Visitations, How Do I Know What to Measure, Managing Yourself Through Change, Process Management Application, Process Management Design, Policy/Strategy Deployment, Systematic Decision Making, Systematic Problem Solving, and Taking the Mystery Out of Strategic Planning