



Leadership Development Course for Non-Examiners

Ranked in the **Top 10** by “Leadership Excellence”

Develop your Business Excellence Acumen

The Florida Sterling Council’s Examiner leadership training program is recognized as a benchmark for preparing and developing leaders and qualifying those individuals to serve as examiners in the Sterling/Baldrige Performance Excellence Criteria. If you and your organization are on the path to performance excellence and you are looking for a one-of-a-kind leadership and professional development opportunity, the Leadership Development Course for Non-Examiners is for you. You have the opportunity to participate in the Sterling Examiner training courses, but **you do not have to make the 200 hour commitment to serve as a Sterling Examiner.**

The Sterling Leadership Development Course for Non-Examiners is intensive training that:

- Gives you a deeper understanding of the interaction of leadership, strategic planning, operations and process management, customer focus, human resource planning and utilization, knowledge management and information systems;
- Impacts all those areas that drive your organization’s performance results;
- Provides first-hand experience with teamwork, systems thinking, critical thinking, analytical skills, communications, writing skills, project management, and other leadership expertise necessary for a new generation of leadership.

Participants will:

- Develop business acumen by learning a comprehensive systems approach to managing an organization;
- Learn processes to assess how well an organization has implemented the management standards of excellence;
- Simulate the Sterling assessment process through the individual and group learning activities that bring together diverse viewpoints, break down barriers, and promote synergistic problem solving;
- Learn to identify and prioritize opportunities for improvement based on the industry and the specific needs of the organization assessed;
- Build your capacity to assess your organization and develop feedback to focus improvement efforts for optimal impact.

“As a Six Sigma Black Belt, my Sterling Examiner training and site visit experience enhanced my overall understanding of performance excellence at an organizational level. The DMAIC approach used by Six Sigma Black Belts is focused at process improvement with the use of high powered statistical tools which can be applied to one or more of the seven categories for improvement. My Examiner knowledge, training, and experience allowed me to evaluate how well an organization functioned as a complete enterprise, from Leadership all the way to Results which broadened my perspective and improved my leadership capability.”

Roemer “Rick” Ricardo, General Manager - - PGD Production Assurance, NEXtera™ ENERGY

Sterling Examiner Requirements	Leadership Development for Non-Examiners
Sterling Management Criteria 101 – 1 day	Sterling Management Criteria 101 – 1 day
Sterling Management Criteria 102 – 1 day	Sterling Management Criteria 102 – 1 day
Evaluating Applications – Prep + 1 day	Evaluating Applications – Prep + 1 day
Pre-work Case Study – 30 hours	Pre-work Case Study – 30 hours
Examiner Training – 2 1/2 days	Examiner Training – 2 1/2 days
Yellow Belt Six Sigma Training – 1 Day *	Yellow Belt Six Sigma Training – 1 Day *
Team Assignment – Approximately 200 hours <ul style="list-style-type: none"> • Independent Evaluation Process (30-50 hrs) • Consensus Process – Preparation + 2 days • Site Visit Process – Preparation + 7 days 	*Optional for all Examiner & Leadership Development candidates

These courses are certified by the Florida Sterling Council. The Florida Sterling Council, established in 1992, is a 501(c)(3) not-for-profit organization housed in the Office of the Governor. www.floridasterling.com