

FLORIDA STERLING

Serving Florida as the epicenter for business quality through assessment, training, and recognition for performance excellence and proven results.



TRAINING & EDUCATION: Course Offerings & Descriptions

All of our trainings can be tailored to meet specific organizational needs. A minimum of 15 participants is necessary to schedule trainings and we offer discounted rates for organizational training at your site. Higher participation rates may be eligible for reduced training fees. Please contact Pat Sciarappa at pscarappa@floridasterling.com for more information or contact our office at (850) 922-5316.

Sterling Criteria Training

Introduction to the Sterling Criteria for Performance Excellence

One-Day: Offered as Regional or Organizational Training - \$295 per person

Based on the national Baldrige model of collective best practices used to manage world-class organizations, the Sterling Criteria define the requirements that link vision, strategies, and work at all levels to achieve desired results.

Participants will be introduced to the key elements to address in creating:

- A high performing leadership team and a culture of sustained excellence
- A focus on workforce engagement and customer satisfaction
- A link between strategies and the design and management of work systems
- A measurement system that tracks progress to goals
- An understanding of the five levels of assessment available, when they are most appropriate, and the benefits to your organization
- A readiness baseline assessment for their organizations

Overview of the Sterling Criteria for Performance Excellence

½ Day - Offered as Organizational Training only - \$175 per person

Different models will be prepared depending upon the audience: Senior Leadership Teams, Middle Management Teams, Front-Line Workforce, Partners, or combination audiences.

Based on the national Baldrige model of collective best practices used to manage world-class organizations, the Sterling Criteria define the requirements that link vision, strategies, and work at all levels to achieve desired results.

Participants will be introduced to:

- The Florida Sterling Council, its history, and its relationship to the National Malcolm Baldrige Award
- The Sterling/Baldrige Core Values
- The Sterling Criteria for Performance Excellence
- Results achieved by Role Model organizations
- Be introduced to the five levels of assessment available, when they are most appropriate, and the benefits to your organization

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Sterling Criteria II: Diving Deeper

One-Day: Offered as Regional or Organizational Training - \$295 per person

Prerequisite: Introduction/Overview to Sterling Criteria or Equivalent

Based on customer requests, this training is a more in-depth look at the Sterling Criteria. This full day will immerse participants in examining the connections between and among the Organizational Profile, six approach categories, and the results.

Through exercises, Case Studies, and excerpts from Governor's Sterling Award and Baldrige Award Recipients, participants will:

- Learn, discuss, connect, and apply the deeper elements of the Criteria
- Better understand the concepts of Approach, Deployment, Learning, and Integration
- Learn how to target improvement opportunities through the use of the right questions and using data to define gaps
- Develop an action plan for engaging their leaders and workforce in improvement efforts and implementing the management system

Building Your Organizational Profile

One-Day: Offered as Organizational Training only - \$295 per person

Completing an Organizational Profile is the first step in the self-assessment process. It defines who you are as an organization, what's important to you and your customers/stakeholders, and what core and support processes are critical to desired results. The Profile includes your organization's culture, environment, relationships, and competitive environment. Also included are strategic challenges, and performance improvement systems you have in place.

In this facilitated workshop, your team will:

- Outline answers to Profile questions
- Determine critical success factors
- Determine key challenges and how they may impact your strategic plan
- Determine existing gaps in information and how to fill them
- Determine opportunities for improvement that can be assigned to work teams
- Create an action plan to complete, review, and communicate the draft Organizational Profile for additional feedback

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Assessing a Sterling/Baldrige Application: Examiner Training for Non-Examiners

Two Days – Offered as Organizational Training only - \$5000

Pre-requisite: Introduction to Sterling Criteria or Sterling Criteria II – Diving Deeper Three-Day Model can be designed to incorporate Sterling Criteria pre-requisite

This Internal Assessors training is designed to build Performance Excellence expertise in your organization for those people who do not have the time to commit to serving as Sterling Examiners. The focus of this training is to understand how to evaluate an organization based on standards of excellence and to write valid actionable feedback.

Through exercises utilizing a Case Study, participants will learn:

- How key business factors are developed from an Organizational Profile
- How those key factors define the organization and shape the process to find strengths and opportunities for improvement based on their linkage to the Sterling Criteria
- How the scoring system works based on the Sterling/Baldrige Scoring Guidelines
- How to write relevant, understandable, actionable feedback

Participants will also develop an action plan for next steps in conducting an assessment of your organization.

Specific Category Training

Each of these trainings can be ½ Day or one full day depending on how deep you want to go. These workshops are scheduled only as organizational trainings at this time, but let us know if you would like them on a Regional basis. Contact the Sterling office for more details.

- **Creating a Culture of Continuous Improvement and Innovation**
- **Strategic Planning for Transformational Change**
- **Designing a Better Customer Experience**
- **Measures that Matter**
- **Inspire, Engage, and Recognize your Talented Employees**

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Leadership Development and Skills Enhancement

Business Communications

2 Day Regional or Organizational – can be customized with projects for 3 Day Option
\$295 per person or \$5000 for organizations

In today's rapidly changing business environment, organizations are struggling with the retirement of many seasoned leaders and have turned their focus to developing talented people who lack effective business communication skills. Often, the importance of focused and professional communications is a skill set that may not be fully leveraged and assessed, and may result in misperceptions and unfavorable impacts to the organization resulting from the perceptions of customers and stakeholders.

These five modules include a focus on email, business letters, reports, public speaking, and presentation. Participants will learn when to use the appropriate form of communication and how to do it well in a comfortable and supportive environment.

Key Learnings:

- Understand the importance of a communication system
- Learn the "basic components of effective communication methods"
- Apply the concepts of purpose, audience, message, and method to their current job responsibilities and potential leadership opportunities

Leadership Soft Skills – Building your Bench of Emotional Intelligence

½ day – Organizational or Regional Training available - \$175 per person

Research clearly demonstrates that the ability of our leaders to master soft skills in the workplace is essential to promoting improved morale, increased productivity, and high performance. This training provides leaders with the essentials to enhance skills for their leadership development along with tools and techniques to incorporate into performance management processes.

Key Learnings:

- Understand the Impact of Emotional Intelligence on Leadership Success
- Build your Business Case for Soft Skills Development
- Create a Roadmap to Measure Your Return on Investment

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Emerging Leaders

Organizational Training Only - \$1,750 per person

The Emerging Leader Academy Certification course consists of six (6) days of classroom instruction, and the equivalent of four (4) days of knowledge application in the workplace totaling 10 days. Each classroom session is designed to teach a systems approach to leadership and management techniques, and completion of three team-based mini-projects will demonstrate application of the classroom learning before participants are certified.

Overall objectives of the certification program include:

- Learn how to take a “systems view” of your organization.
- Understand concepts and tools to help you become a more effective leader.
- Learn effective approaches for setting expectations, role modeling behaviors, communicating, developing high impact goals, ensuring alignment, engaging employees and reviewing performance to plan.
- Identify opportunities for improvement in your personal leadership capabilities
- Develop a SMART Individual Development Plan for leading a Sterling-based organization.

Modules in this program include:

- The Sterling Management Framework for High Performance;
- Setting Expectations, SMART Goals, Communication Strategies and Managing Accountability through Measures;
- Creating a Culture of Continuous Improvement & Innovation;
- Leadership’s Role in Coordinating and Overseeing Quality Initiatives and Projects;
- Focus on the Customer – Mapping the Customer Experience;
- Developing Personal Leadership Development Plans with SMART Goals and action plans.

Effective Leadership Communication: Strategies to Connect Leaders and Employees

1 Day - Organizational Training Only - \$3000

Do you have communication issues in your organization? This interactive session is designed to give you strategies and tools to strengthen two-way communication with your multi-generational workforce, and engage them to drive high performance. You will take away tools such as: Five Easy Communication Strategies, a Workplace Culture Mini-Assessment, an Employee Focus Chart, and a Recognition Alignment Checklist.

Key Learnings:

- Understand common engagement strategies across generations
- Embed effective communication into your overall organizational culture
- Determine ways to refocus, re-energize, and motivate your workforce