

2013 Baldrige Examiner Training

Course Descriptions

Examiner Preparation

Course Overview Explanation of course purpose and learning objectives

Practice Lab #1 Examiners practice the six step method of analyzing a portion of the case study award application dealing with a Criteria category PROCESS item, writing feedback comments and scoring the application.

Practice Lab #2 Examiners perform a second practice, this time using a PROCESS item that was assigned to them as pre work. Through this experience, examiners are provided feedback on their work, and guidance for improving their skills.

Practice Lab #3 Examiners practice the six step method of analyzing a portion of the case study award application dealing with a Criteria category RESULTS item, writing feedback comments and scoring the application.

Practice Lab #4 Examiners perform a second practice, this time using a RESULTS item that was assigned to them as pre work. Through this experience, examiners are provided feedback on their work, and guidance for improving their skills.

Key Themes Examiners are provided with a refresher on key themes – their importance as feedback to the award applicant, and tips for developing them.

Consensus Review Overview Primarily designed for the new examiners and refresher for more experienced examiners, this module provides a high level understanding of the consensus review process, as experiences with this phase of the award cycle are shared by those more experienced examiners.

New Examiner Orientation

Course Overview Explanation of course purpose and learning objectives. Also, new examiners are provided with an understanding of how examiners are developed over time to perform the full array of duties, as well as the performance expectations of the program.

Begin with the End in Mind This module's purpose is to paint a picture for the examiners of what their work will produce. Examiners discuss a previous award recipient's story about how their Baldrige "journey" resulted in increased process efficiency and effectiveness, and improved business results. They also review and discuss an example of the Feedback Report that the applicant receives.

Ethical Code of Conduct The critical importance of the examiner Code of Conduct is explained and understanding is achieved through mini-case studies showing examples of Code violations.

Guided Practice This is a half day review of a PROCESS item that was completed during pre-work. Senior and Alumni examiners team up with new examiners to provide them feedback on their work and coaching for improvement. The goal of this exercise is to fully prepare the examiners for the Examiner Preparation class practices that follow.