# **2018 Baldrige Examiner Training Experience 3-Day Course Description**

## **NEW EXAMINER TRAINING COURSE (Tuesday)**

### **Course Overview:**

This 1-day classroom session is designed to provide new examiners and BETE participants an understanding of the volunteer work performed by hundreds of Baldrige examiners every year. This course covers the phases of the award process, the Code of Ethical Conduct for examiners, and provides coaching and feedback using the pre-work case study to build confidence going into the 2-day Examiner Preparation Course that follows. The course does not provide an introductory primer on the Baldrige Criteria. Rather, it focuses on the basic responsibilities of being an examiner and gives examiners and BETE participants a chance to get feedback on their prework from experienced Baldrige examiners.

**Course Objectives**After completing this program, participants will be able to:

* Understand the basic steps of the award process and the examiner’s role in the process.
* Working with senior level examiners, review a partial evaluation of an award application, using the six-step evaluation process for assessing applicant responses.
* Identify personal strengths and opportunities for improvement in evaluating award applications based on feedback received during the session from peers and experienced examiners.

## **EXAMINER PREPARATION COURSE** **(Wednesday-Thursday)**

### **Course Overview:**

This 2-day on-site training session is designed to prepare individuals selected for the Baldrige national Board of Examiners to conduct an independent review of Baldrige award applications. The course is also offered to those who are not on the Board, but seek an in-depth understanding of the process used to evaluate Baldrige award applications. A fee is charged for non-examiners through the Baldrige Examiner Training Experience offering.

The course follows a pre-work assignment that requires 30 - 40 hours of independent work on a case study, which is a fictitious applicant for the Baldrige Award. Participants work in groups at tables, sharing the results of their prework and discussing their findings with new and experienced examiners. Learning occurs via these discussions and whole class report outs, which are facilitated by Baldrige staff and experienced examiners and are participant led not instructor led.

### **Course Objectives**

After completing this program, participants will be able to:

* Apply Baldrige Criteria requirements to a fictitious case study
* Evaluate Baldrige award applications using the six-step evaluation process
* Produce feedback to help award applicants improve processes and results

### **Competencies Addressed**

* Award Process knowledge and skill
* Knowledge of Baldrige Criteria
* Team Skills
* Feedback Writing Skills
* Analytical Skills