## This table lists the competencies you need to fulfill your role as a Baldrige Examiner, and suggests

## information / activities that will help you develop these competencies.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Pre-Training** | **Online Learning** | **Post-Online Learning****(On-the-Team)** |  |
| Competency | Job Experience Prior to Appointment to the Board | New Examiner Introductory Modules | Examiner Preparation Training | Senior Examiner Preparation Training | Coaching | Virtual Evaluation  | Site Visit  | Coaching  | **Resources** |
| **General Competencies** |  |
| Customer Focus | x | x | x | x |  | x | x | x | * Examiners as Ambassadors (Baldrige website)
* eLearning module: Role of the Baldrige Examiner
* eLearning module: Application Evaluation Process
 |
| Oral/Written Communication  | x |  | x |  | x | x | x | x | * eLearning modules
* Comment and Scoring Checklist
* Virtual Evaluation Phase
* Site Visit Manual
 |
| Ethics | x | x | x |  |  |  |  | x | * Examiner Code of Ethical Conduct
* eLearning module: Code of Ethical Conduct
 |
| Listening | x |  |  |  |  |  |  | x |  |
| Action Orientation | x |  |  |  |  |  |  | x |  |
| Peer Relationships | x |  |  |  |  | x | x | x |  |
| Time Management | x |  |  | x | x |  |  | x |  |
| Self-Development | x |  |  |  |  |  |  | x |  |
| Technical Learning | x |  |  |  |  |  |  | x |  |
| Criteria Category Expertise | x | x | x | x | x | x | x | x | * Criteria for Performance Excellence
* eLearning module: Baldrige Excellence Framework
 |

|  |  |
| --- | --- |
| **Award Process Knowledge****& Skills** |  |
| Knowledge of Award Process and Steps |  |  | x | x | x |  | x | x | x | x | x | * Criteria for Performance Excellence/ Baldrige Excellence Framework
* Virtual Evaluation
* eLearning learning Module: Overview of the Application Evaluation Process
* Site Visit Manual
 |
| Examiner Responsibilities |  | x | x | x | x |  | x |  |  |  | x | * Examiner Application
* eLearning Module: Role of the Examiner
 |
| Understanding the Framework Booklet – content and structure |  | x | x | x | x | x | x | x | x | x | x | * Framework for Performance Excellence booklet
* eLearning module: Baldrige Framework Overview
 |
| **Analytical Skills** |  |
| Ability to analyze and evaluate applicant’s responses considering the evaluation factors, Criteria questions, and applicable key factors |  | x | x | x | x | x | x | x | x | x | x | * eLearning modules: Evaluating Process Items; Evaluating Results Items; Independent Review Step 5
* Framework for Performance Excellence booklet
* Virtual Evaluation Process
* Scoring & Feedback Guidelines
* Site Visit Manual
 |
| Understand linkages between Process and Results Items |  | x | x | x | x | x | x | x | x | x | x | * Framework for Performance Excellence booklet
 |
| Scoring a Criteria Category Item |  | x | x | x | x | x | x | x | x | x | x | * Framework for Performance Excellence booklet
* Virtual Evaluation Process Scoring & Feedback Guidelines
 |
| Developing and writing key themes |  |  |  |  |  |  | x | x | x | x | x | * eLearning module: ‘What is a Key Theme?’
 |
| Performing a consensus review of an application. |  |  |  |  |  |  |  |  | x |  | x | * Virtual Evaluation Toolkit
 |
| Leading a consensus review |  |  |  |  |  | x |  |  | x |  | x | * Virtual Evaluation Toolkit
 |
| Backing up the team leader on consensus |  |  | x |  |  | x |  |  | x |  | x | * Virtual Evaluation Toolkit
 |
| Performing a site visit review |  |  | x |  |  |  |  |  |  | x |  | * Site Visit Tools
* Site Visit Manual
* Site Visit Team Leader Training
 |
| **Computer Skills** |  |
| MS Office Suite | x |  |  |  |  |  |  |  |  |  |  |  |
| Internet | x |  |  |  |  |  |  |  |  |  |  |  |
| Bridge |  | x | x |  |  |  | x | x | x |  | x |  |