**The Baldrige Examiner Training Experience (April-May 2016)**

**EXAMINER PREPARATION COURSE**

| **Course Overview:**This 2 ½ 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 holistic 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.**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 a six-step evaluation process
* Produce feedback to help the award applicant improve processes and results
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**Competencies Addressed**

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

**NEW EXAMINER ORIENTATION COURSE**

**Course Overview:**

This 1-day on-site orientation session is designed to orient new examiners and those attending the Examiner Preparation Course for a fee to the Baldrige Program and volunteer work performed by hundreds of Baldrige examiners every year. This course covers the history and structure of the Baldrige Performance Excellence Program, the Ethical Code of Conduct for examiners, and provides a practice session using the pre-work case study to build confidence going into the Examiner Preparation Course.

**Course Objectives**

After completing this program, participants will be able to:

* Demonstrate working knowledge of the Baldrige Program, the evaluation process, and their role in the process.
* Working with senior level examiners, perform a partial evaluation of an award application.
* Identify personal strengths and opportunities for development based on feedback received during the session from peers and experienced examiners.