

2011 Training Curriculum

- 100-level courses are designed for organizations that are just beginning or are planning to start on their performance excellence journeys.
- 200-level courses are designed for organizations that have started implementing their performance management systems and are in the process of continuous improvement.
- 300-level courses are designed for organizations with a mature performance management system and are interested in improvements to achieve performance excellence.
- Courses with “A” after the number are for New Mexico Quality Award of Malcolm Baldrige National Quality Award applicants only.
- Special Topics courses at the 100, 200, and 300 levels will be determined based on customer interest.
- Courses on the training calendar with “B”, “E”, “G”, “H”, and/or “N” before the number denote offerings for that specific sector (business, education, government, health care, non-profit).
- All Courses below can be customized for your organization.

Date & Location	Class Level & Title	Class Length	Primary Delivery Method	Class Description
August 10, 2011 8:00am to 12:00pm	304 'Mature' Principles of the Baldrige Criteria for Performance Excellence	4 hours	Classroom with Video Conferencing	This workshop will focus on advanced principles of the <i>Baldrige Criteria for Performance Excellence</i> including alignment, integration, innovation as they relate to your plans, processes, resource decisions, actions.
August 24, 2011 8:00am to 12:00pm	150 Are We Making Progress: Where is Your Business Today - Where Do You Want it to Be?	4 hours	Classroom with Video Conferencing	This interactive workshop helps you identify where your organization is currently in its overall performance. Immediately recognize gaps, opportunities for improvement and prioritize your next steps to reach your objectives and goals.
September 14, 2011 8:00am to 12:00pm	101 The Basics: Introduction to the Baldrige Criteria - Your Guiding Tool for Performance Excellence	4 hours	Classroom with Video Conferencing	Learn about the 7 guiding categories of the <i>Baldrige Criteria for Performance Excellence</i> including an overview of the various components of the Criteria.
September 28, 2011 8:00am to 12:00pm	290 Leadership Tools: Develop Actions to Overcome Your Strategic Challenges	4 hours	Classroom with Video Conferencing	Strategic challenges refer to pressures that exert a decisive influence on the likelihood of your future success. It's easier to build a strategy and develop action plans once you see possible future conditions more clearly. Bring your entire team to learn about and use a tool for directed brainstorming to map those possible future conditions and actions.
October 12, 2011 8:00am to 12:00pm	104 Foundational Principles of the Baldrige Criteria Including the Core Values	4 hours	Classroom with Video Conferencing	This workshop focuses on the key foundational principles of the Criteria such as those described in the Baldrige Core Values (e.g., customer driven-excellence, continuous improvement, agility, measurement and analysis, systems perspective).

October 26, 2011 8:00am to 12:00pm	156 Leadership Tools: Tools for Managers & Supervisors	4 hours	Classroom with Video Conferencing	These positions are critical to the success of the business. Supervisors and managers are your front line people – training them to understand their role and how it fits in the big picture is critical to overall success of the business and their own performance.
November 9, 2011 8:00am to 12:00pm	290 Processes & Measures: the Building Blocks To An Effective Quality Management System	4 hours	Classroom with Video Conferencing	This workshop focuses on understanding two of the most important aspects to continuous improvement: processes and measures. Included are how to design, manage, and improve processes as well as how to select appropriate measures and how to analyze performance based on the measure.
December 14, 2011 8:00am to 12:00pm	190 Strategic Planning - Make a Difference Today and The Future	4 hours	Classroom with Video Conferencing	This workshop focuses on understanding two of the most important aspects to continuous improvement: processes and measures. Included are how to design, manage, and improve processes as well as how to select appropriate measures and how to analyze performance based on the measure.
	100 The Performance Excellence Journey	1 hour	Webinar	This class provides a brief overview of the Baldrige Criteria for Performance Excellence and how the Criteria can help organizations improve their performance.
	101 The Basics: Introduction to the Baldrige Criteria	3 hours	Classroom with Video Conferencing or Webinar	This class provides an overview of the Baldrige Criteria for Performance Excellence including an overview of the various components of the Criteria.
	102 Understanding the Baldrige Criteria	8 hours	Classroom with Video Conferencing or Webinar	This class focuses on the key components of the Baldrige Criteria for Performance Excellence including the Organizational Profile and the seven Baldrige Categories ranging from Leadership to Results.
	103 Changes to the Baldrige Criteria for 2011-12	3 hours	Classroom with Video Conferencing or Webinar	This class provides a detailed review of the changes to the Baldrige Criteria for use in 2011 and 2012.
	104 Foundational Principles of the Baldrige Criteria including the Core Values	4 hours	Classroom with Video Conferencing or Webinar	This class focuses on the key foundational principles of the Baldrige Criteria such as those described in the Baldrige Core Values (e.g., continuous improvement, measurement and analysis, systems perspective).
	105 Conducting a Self-Assessment	2 hours	Webinar	This class provides an overview of how to conduct a self-assessment using the Baldrige Criteria (including the use of the “Are We Making Progress” assessment tool).
	106 Getting Started: Creating an Organizational Profile	4 hours	Classroom with Video Conferencing or Webinar	This class focuses on the content and the utility of the Organizational Profile as an integral component to the Baldrige Criteria for Performance Excellence.
	107 Building Performance Excellence into your New Venture	4 hours	Classroom with Video Conferencing or Webinar	This class focuses on how to start using the Baldrige Criteria for Performance Excellence during the start-up of a new venture (e.g., new business, charter school).

	110A Writing a New Mexico Quality Award Application	4 or 8 hours	Classroom with Video Conferencing or Webinar	This class will provide instruction on how to prepare a New Mexico Quality Award or Malcolm Baldrige National Quality Award application with emphasis on how to effectively communicate process and outcome information. The 8 hour class will provide additional time to work on particular sections of your application.
	150* 'Are We Making Progress - Where is Your Business Today - Where Do You Want it to Be?'	4 hours	Classroom with Video Conferencing or Webinar	This interactive workshop helps you identify where your organization is currently in its overall performance. Immediately recognize gaps, opportunities for improvement and prioritize your next steps to reach your objectives and goals.
	151* 'Strategic Planning – Make a Difference Today and The Future'	4 hours	Classroom with Video Conferencing or Webinar	The focus of this interactive workshop is to understand the components of future planning then actually review and work on elements of your own planning/ implementation and determine your next steps.
	152* 'Differentiate Your Workforce from the Competition: Ducks Quack- Eagles Soar'	4 hours	Classroom with Video Conferencing or Webinar	This interactive workshop is focused on elevating your workforce to soaring performance, what motivates people to do their utmost for benefit of the customer and success of the organization giving you a competitive advantage.
	153* 'Align Your Organization to Your Mission/Vision/ Values'	4 hours	Classroom with Video Conferencing or Webinar	The focus of this workshop is to help you think and act strategically knowing what you want to accomplish (mission), where you are headed, and what you want to be (vision). Understand the impact of having documented mission and vision statements along with values to guide the behavior of the organization.
	154* 'Delivering Legendary Service – Everything Matters to Your Bottom Line'	4 hours	Classroom with Video Conferencing or Webinar	The focus of this workshop is to understand and establish an overall framework that results in notorious customer service, a recognized brand, a high performing workforce, returning customers and overall improved results.
	155* 'Create A Résumé for your Business/ Organization for a Competitive Advantage'	4 hours	Classroom with Video Conferencing or Webinar	This interactive workshop will help you create your organization's profile (résumé) which gives you critical insight into key internal and external factors. Those factors impact the way your organization is run and the decisions you make. Use it in your marketing, planning, workforce orientation or re-orientation, information for customers/ stakeholders, partners and suppliers.
	156* 'Leadership Development – Tools for Managers/Supervisors'	4 hours	Classroom with Video Conferencing or Webinar	This interactive workshop focuses on training your new or current supervisors/managers to understand their role and how it fits in the big picture of overall success of your organization as well as their own performance.
	157* 'Improving Communications Improves Outcomes'	4 hours	Classroom with Video Conferencing or Webinar	This interactive workshop focuses on 'effective communication' - choosing the right information to convey, the right time, and method for feedback.
	190 Special Topics (TBD)	4 hours	Classroom with Video Conferencing or Webinar	

	201 Category 1 Leadership	3 hours	Classroom with Video Conferencing or Webinar	This class will focus on the components of the Leadership Category of the Baldrige Criteria for Performance Excellence including discussion of best practices.
	202 Category 2 Strategic Planning	3 hours	Classroom with Video Conferencing or Webinar	This class will focus on the components of the Strategic Planning Category of the Baldrige Criteria for Performance Excellence including discussion of best practices.
	203 Category 3 Customer Focus	3 hours	Classroom with Video Conferencing or Webinar	This class will focus on the components of the Customer Focus Category of the Baldrige Criteria for Performance Excellence including discussion of best practices.
	204 Category 4 Measurement, Analysis, and Knowledge Management	3 hours	Classroom with Video Conferencing or Webinar	This class will focus on the components of the Measurement, Analysis, and Knowledge Management Category of the Baldrige Criteria for Performance Excellence including discussion of best practices.
	205 Category 5 Workforce Focus	3 hours	Classroom with Video Conferencing or Webinar	This class will focus on the components of the Workforce Focus Category of the Baldrige Criteria for Performance Excellence including discussion of best practices.
	206 Category 6 Operations Focus	3 hours	Classroom with Video Conferencing or Webinar	This class will focus on the components of the Process Management Category of the Baldrige Criteria for Performance Excellence including discussion of best practices.
	207 Category 7 Results	3 hours	Classroom with Video Conferencing or Webinar	This class will focus on the components of the Results Category of the Baldrige Criteria for Performance Excellence including the linkage of results to key processes, measures, and other components of your organization's performance management system.
	210 Using your Feedback Report for Organizational Improvement	4 hours	Classroom with Video Conferencing or Webinar	This class will focus on how to translate your feedback report into specific actions to improve your organization's performance.
	290 Special Topics (TBD)	4 hours	Classroom with Video Conferencing or Webinar	
	304 "Mature" Principles of the Baldrige Criteria	4 hours	Classroom with Video Conferencing or Webinar	This class will focus on advanced principles of the Baldrige Criteria (e.g., alignment & integration, innovation, etc.).
	310A Preparing for a NMQA or MBNQA Site Visit	4 hours	Classroom with Video Conferencing or Webinar	This class will focus on how to prepare for a New Mexico Quality Award or Malcolm Baldrige National Quality Award site visit including preparing materials and preparing your employees to answer questions from the site visit team.
	390 Special Topics (TBD)	4 hours	Classroom with Video Conferencing or Webinar	