

<p>Excellence Journey</p>	<p>It's ALL About Your Customer</p>	<p>(Half Day) It's all about improving your performance for your customers. In this workshop you will identify gaps, opportunities for improvement, segment your key customers/stakeholders; understand why strategy matters; the importance of knowing their requirements, needs, expectations TAKE AWAY: Materials your organization can use right now! Call 505.944.2007 for Schedule</p>		
	<p>Launch Your Success Journey -And- Playing The Baldrige Game</p>	<p>Session 1: Become familiar with the Baldrige Criteria purpose, uses, and content. This workshop is designed for people who have had no previous training about the criteria or who need to 'refresh'. Session 2: Then attend 'Playing The Baldrige Game' a 3-hour interactive session for an easy way to understand and apply the principles, best practices, and processes in the Baldrige Criteria. TAKE AWAY: An understanding of why and how the Baldrige core values, concepts, and framework will improve performance. <u>Link to 2008 QNM Conference program.</u> <u>http://www.qualitynewmexico.org</u> Call 505.944.2007 for Schedule</p>		
	<p>The Importance of your Vision, Mission and Values</p>	<p>(Full Day) You should have a clear understanding of the essence of your organization, why it exists, where senior leaders want to take it in the future. Use this information to implement strategic decisions affecting your future. TAKE AWAY: Develop or revise your M/V/Vs to make them actionable and measurable and a plan to deploy to the workforce. Call 505.944.2007 for Schedule</p>		

	Strategic Planning Facilitation	Facilitation custom designed to your organization from 'Planning To Plan' through the actual planning session. Call 505.944.2007 for Schedule		
	Building A High Performing Workplace	The success of your organization requires a focus on all the people actively involved in accomplishing the work, including management. You will understand the importance of engaging, developing, and managing in an integrated way. TAKE AWAY: steps to build an effective environment; materials your organization can use right now! <u>Link to Quality New Mexico Events-SBDC.</u> <u>http://www.qualitynewmexico.org/07-events.shtml</u> Call 505.944.2007 for Schedule		