



2010 PERFORMANCE EXCELLENCE TRAINING SESSION/WEBINAR DESCRIPTIONS

Situational Leadership

This popular one day seminar is designed to improve employee performance and help leaders, both seasoned or new to the position, understand the demands that are being placed on them in today's business environment.

Using various leadership styles & determining appropriate leadership style for best performance importance of matching leadership style to developmental level value of leadership flexibility maximizing good Performances kill of diagnosing competence & commitment methods to correct poor performance

Course Date: Thursday September 30, 2010

Time: 8:30AM-4:00PM—Tellabs

Trainer: Paul G. Kuchuris, Jr.

Application Readiness: Are You Ready to Write a Lincoln/Baldrige Application?

Participants learn to evaluate your organization's readiness to prepare an application, how to capture their current levels of performance and learn some next steps for improvement. Hands-on materials will be provided to help attain practical knowledge to guide your organization in determining where it ranks in the Lincoln Award process.

Course Date: Wednesday October 22, 2010

Time: 8:30AM—4:30PM - Tellabs

Trainer: Joe Kilbride

♦ New! Project Management and Delegation

During these difficult economic times, strong project management is difficult when you are simultaneously dealing with having less people to do more work, needing to be more innovative, and reducing costs. This interactive workshop is for anyone who manages projects and wants to implement best practices. Project status reporting templates will be introduced.

Course Date: Tuesday November 9, 2010

Time: 8:30AM—4:00PM—Tellabs

Trainers: Margaret Dospiljulian

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Course Date: Thursday, November 18, 2010

Time: 8:30AM—4:00PM—Tellabs

Trainer: Margaret Dospiljulian

Helpful Hints for Writing a Lincoln Application

This workshop provides your organization the opportunity to further understand the Lincoln Award, the application process, and the Baldrige Criteria. It will assist your organization in getting started on writing an application, evaluating where you are in the organizational process, with tips and examples on how to get the most out of your application, and understanding key points of the criteria in relationship to your organization. This workshop allows you to obtain guidance from an experienced state and national examiner. The award level system will also be reviewed. This workshop is highly recommended for all applicants.

Course Date: Thursday, November 18, 2010

Time: 8:30AM-4:00PM - Tellabs

Trainer: Margaret Dospiljulian

Lean Thinking in Healthcare

Healthcare systems running 24/7 on ever-tightening budgets are guaranteed to find techniques within the Lean methodology that will help overcome these added challenges using creativity of capital. Learn how Lean can work for you. Unlike other performance excellence tools, you will leave this class with the skills to put at least one Lean tool into action.

Course Date: Thursday December 2, 2010

Time: 8:30AM-4:00PM—Tellabs

Trainer: Margaret Dospiljulian

Helpful Hints for Writing a Lincoln Application

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Course Date: Wednesday, December 8, 2010

Time: 8:30AM-4:00PM—Mattoon, IL

Trainer: Joe Kilbride

WEBINARS

Workforce Focus

July 20, 2010

Category 5

This discussion will focus on how your organization engages, manages, and develops its workforce to utilize its full potential in alignment with the organization's overall mission, strategy and action plans. This category examines your ability to assess workforce capability and capacity needs and to build a workforce environment conducive to high performance.

Process Management

September 21, 2010

Category 6

This process management category examines how your organization determines its core competencies and work systems and how it designs, manages, and improves its key process for implementing those work systems to deliver stakeholder value and achieve organizational success and sustainability.

Results

October 19, 2010

Category 7

This session will examine your organization's performance and improvements made in all key areas. Performance levels are reviewed relative to those of competitors and other organizations providing similar programs and services.

Registration and Pricing Information

Registrations due 5 days prior to training session or webinar



**PRICES LISTED BELOW FOR EDUCATION ARE PER INDIVIDUAL.
PLEASE CONTACT DEBBIE HASSE @ 630-637-1595 EXT. 1
FOR DETAILS ON GROUP DISCOUNTS.**

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<input type="checkbox"/> Situational Leadership	Thursday September 30, 2010	<i>\$250 per individual</i>
<input type="checkbox"/> Application Readiness*	Wednesday October 22, 2010	<i>\$250 per individual</i>
<input type="checkbox"/> Project Management & Delegation	Tuesday November 9, 2010	<i>\$250 per individual</i>
<input type="checkbox"/> Hints for Writing a Lincoln Application*	Thursday November 18, 2010	<i>\$250 per individual</i>
<input type="checkbox"/> Lean Thinking in Healthcare	Thursday December 2, 2010	<i>\$250 per individual</i>
<input type="checkbox"/> Hints for Writing a Lincoln Application*	Wednesday December 8, 2010 (Mattoon, IL)	<i>\$250 per individual</i>
<input type="checkbox"/> Workforce Focus Cat #5- Webinar	Tuesday July 20, 2010	<i>\$50 per individual</i>
<input type="checkbox"/> Process Management Cat #6- Webinar	Tuesday September 21, 2010	<i>\$50 per individual</i>
<input type="checkbox"/> Results Cat #7— Webinar	Tuesday October 19, 2010	<i>\$50 per individual</i>

- Detailed course description on website at www.lincolnaward.org

Webinars are one hour from 12:00 p.m.-1:00 p.m. live presentation using the Internet and telephone conferencing. Your registration can either be per person or per organization. They are held on the 3rd Tuesday of the month. Your whole team can call in from the convenience of your office. Facilitator: Joe Kilbride, Improvement Consultant, Kilbride Consulting, Inc.

FILL OUT & FAX BACK TO 630-579-1620 OR REGISTER ON LINE @ www.lincolnaward.org

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