



2010 PERFORMANCE EXCELLENCE TRAINING SESSION/CONFERENCE DESCRIPTIONS

[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: Wednesday February 24, 2010
Time: 8:30AM-4:00PM
Trainer: Margaret Dospiljulian

◆ [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: Wednesday March 17, 2010
Time: 8:30AM—4:00PM
Trainers: Margaret Dospiljulian

◆ [New! Excellence in Illinois Conference](#)

Learn proven tools, techniques, strategies and solutions to your challenges from Illinois and National leaders. Maximize your efforts in tough times using the Lincoln/Baldrige framework and network with other professionals who play valuable roles in their organization's pursuit of excellence. Gain insight about a proven path toward organizational excellence that improves your workplace.

Course Date: Monday/Tuesday March 8 & 9, 2010
Time: 8:30AM—4:30PM
Trainers: Multiple

◆ [New! Leading Virtually](#)

This course is designed to assist managers become effective leaders of virtual teams through hands on, action oriented learning that will have an impact on the success of their team immediately.

Course Date: Tuesday June 29, 2010
Time: 8:30AM—4:00PM
Trainer: Anil Saxena

[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: Wednesday April 21, 2010
Time: 8:30AM-4:00PM
Trainer: Margaret Dospiljulian—In Champaign, IL

[Champions for Excellence](#)

A **two-day** workshop to develop knowledge and skills on how to utilize the criteria for The Lincoln Foundation and Baldrige Nat'l Quality Award Program. Implement and evaluate productivity improvement at the level of a Lincoln Foundation examiner.

Course Date: Tuesday/Wednesday May 4 & 5, 2010
Time: 8:30AM—4:00PM
Trainer: Joe Kilbride

[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.

Topics Covered:

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: Wednesday September 29, 2010 **Time:** 8:30AM-4:00PM
Trainer: Paul G. Kuchuris, Jr.

◆ [New! Fact Based Management: How World Class Organizations Use Measurement to Achieve Excellence](#)

This new course will look at how best-in-class organizations have gotten that way using measurement techniques to increase their bottom lines.

Course Date: Wednesday June 16, 2010
Time: 8:30AM-4:00PM
Trainer: Joe Kilbride

[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 20, 2010
Time: 8:30AM—4:30PM
Trainer: Joe Kilbride

[Helpful Hints for Writing a Lincoln Application](#)

This workshop provides your organization the opportunity to further understand the Lincoln Award, the application process. 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 is highly recommended for all applicants.

Course Dates: Thursday November 18, 2010 & Wednesday December 8, 2010
Time: 8:30AM-4:00PM
Trainers: Margaret Dospiljulian (Nov.) - Joe Kilbride (Dec.)

The Lincoln Foundation For Performance Excellence Training Webinar Descriptions

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.

Some of you are familiar with The Lincoln Foundation and Joe Kilbride. He is very knowledgeable on the Baldrige criteria and how it can be utilized to improve your organization. Joe works with organizations across all industries to create strategies, improve key processes and make sustainable improvements in organizational performance. Joe is a Senior Examiner with The Foundation and currently serves on the Panel of Judges.

Baldrige Criteria Overview

February 16, 2010

Introduction

This session is the first in a series. It will provide an overview of the Criteria for Performance Excellence and describe an approach for using this session and the following sessions in the series to complete a self-assessment relative to the Criteria.

Leadership

March 16, 2010

Category 1

This session addresses the requirements for senior leaders to guide and sustain the organization's governance systems and the approaches required to address ethical legal and community responsibilities.

Strategic Planning

April 20, 2010

Category 2

This session addresses the requirements for processes to develop and deploy strategic objectives and action plans to modify them if circumstances require and to measure progress.

Customer and Market Focus

May 18, 2010

Category 3

This session will review Category 3 of the Criteria and includes the requirements for processes to determine the requirements, needs, expectations, and preferences of customers and markets. Also, it will build relationships with customers and determine the key factors that lead to customer acquisition, satisfaction, loyalty and retention.

Measurement/Analysis/Knowledge

June 15, 2010

Category 4

This session will examine how your organization selects, gathers, analyzes, manages, and improves its data, information and knowledge assets and how it manages its information technology. This also includes how your organization reviews and uses these review to improve its performance.

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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Our website:
www.lincolnaward.org

<input type="checkbox"/>	Helpful Hints for Writing an Application	Wednesday February 24, 2010	\$250 per individual
<input type="checkbox"/>	Baldrige Criteria Overview-Webinar	Tuesday February 16, 2010	\$50 per individual
<input type="checkbox"/>	Project Management & Delegation	Wednesday March 17, 2010	\$250 per individual
<input type="checkbox"/>	Excellence In Illinois Conference	Monday/Tuesday March 8-9, 2010	\$350 per individual
<input type="checkbox"/>	Leadership Cat #1-Webinar	Tuesday March 16, 2010	\$50 per individual
<input type="checkbox"/>	Leading Virtually	Tuesday June 29, 2010	\$250 per individual
<input type="checkbox"/>	Champions for Excellence	Tuesday/Wednesday May 4 & 5, 2010	\$500 per individual
<input type="checkbox"/>	Strategic Planning Cat #2-Webinar	Tuesday April 20, 2010	\$50 per individual
<input type="checkbox"/>	Lean Thinking in Healthcare	Wednesday April 21, 2010	\$250 per individual
<input type="checkbox"/>	Situational Leadership	Wednesday September 29, 2010	\$250 per individual
<input type="checkbox"/>	Fact Based Management	Wednesday June 16, 2010	\$250 per individual
<input type="checkbox"/>	Customer Focus Cat #3-Webinar	Tuesday May 28, 2010	\$50 per individual
<input type="checkbox"/>	Measurement/Analysis Cat #4-Webinar	Tuesday June 15, 2010	\$50 per individual
<input type="checkbox"/>	Workforce Focus Cat #5-Webinar	Tuesday July 20, 2010	\$50 per individual
<input type="checkbox"/>	Process Management Cat #6-Webinar	Tuesday September 21, 2010	\$50 per individual
<input type="checkbox"/>	Results Cat #7-Webinar	Tuesday October 19, 2010	\$50 per individual
<input type="checkbox"/>	Application Readiness	Wednesday October 20, 2010	\$250 per individual
<input type="checkbox"/>	Helpful Hints for Writing an Application	Thursday November 18 & Wednesday December 8, 2010	\$250 per individual

FILL OUT & FAX BACK OPTION BELOW OR REGISTER ON LINE @ www.lincolnaward.org

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