



2012 Sterling Criteria: Managing for Sustainability

Why should I attend Sterling Criteria training if I've done this before?

- The Sterling / Baldrige Criteria are evaluated and improved on a two-year cycle to ensure they address changes in the country and changes in a variety of business environments.
- By attending the training you will learn what has changed in the Criteria and you will reinforce your previous learning.
- There are a couple new activities/exercises.
- Even our Master Examiners say they learn something new each time they attend a Criteria training.

What's NEW for 2012? *Changes will be embedded in the training.*

Some changes include:

- Assessing & addressing risk
- Refocus of performance projections
- Reorganization and elimination of redundancy in Customer Focus
- Inclusion of social media
- Clarifications for work systems & work processes
- Headers under Areas to Address
- Changes to Results

Register today at www.floridasterling.com

Can we focus only on the key changes?

Yes, if you schedule a Criteria training for your organization at your site.

What will you learn and / or reinforce?

- The importance of leadership in creating a culture of continual improvement and innovation
- The importance of connecting plans, processes, measures, people, and resources for maximum benefit
- The key practices that need to be in place in leadership, strategic planning, customer related, information management, employee related, operations, and results reporting processes to drive high performance
- How to help employees understand how their daily work connects to and drives organizational success
- How to use the management criteria to identify strengths and opportunities for improvement
- How to set improvement priorities and focus resources to create a roadmap to success