



# Florida Sterling Council | Customized Training

The Sterling Management System, based on the National Baldrige Criteria for Performance Excellence, is research based, mission and data-driven and has guided organizational improvement for 16 years.

The Florida Sterling Council provides customized training and facilitation tailored to your organization's specific needs. These targeted, cost-effective offerings give Florida businesses the ultimate competitive advantage.

## Customized Offerings

Tailoring training & development offerings is a large part of the competitive advantage the Florida Sterling Council gives you. As a part of custom offerings, the Florida Sterling Council works with you to align the training to meet your organization's needs.

## Courses and Facilitation

A core group of courses that give Florida businesses the competitive advantage include:

- Introduction to the Sterling Criteria for Performance Excellence
- Leading for a Sustainable Future
- Building Your Organizational Profile
- Tips & Techniques for Implementing the Sterling Criteria
- Facilitation of Strategic Planning
- Beginning Process Improvement
- Creating Your Dashboard
- Knowledge Management
- Facilitation of the Challenge or Navigator Self-assessment
- Maximizing Your Return on the Feedback Report

 [www.floridasterling.com](http://www.floridasterling.com) ▶ products & services ▶ training & development  
to see Course Descriptions

## Benefits from the Competitive Advantage...

- **Cost-effective**  
As a Florida-based organization, we are in your backyard and offer significant value for your training dollars.
- **Professional staff**
- **Proven track record of success**
- **Baldrige-based**

**Make the  
Strategic Move  
today to prepare your  
organization for a  
successful future.**