



# Florida Sterling Council | Regional 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 training courses throughout Florida that are open to everyone who wants to explore the management system, learn more about the Governor's Sterling Award, or build additional management skills. These cost-effective offerings give Florida businesses the ultimate competitive advantage.

## Course Offerings

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
- Tips & Techniques for Implementing the Sterling Criteria
- Beginning Process Improvement
- Creating Your Dashboard
- Knowledge Management

## 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**
- **Training initiatives aligned to today's needs**

## Course Descriptions and Schedules

To view course descriptions, current schedules, or individual and group costs, check out the Training and Development section of our web site.

*For on-site customized training, contact the Sterling Office.*

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