



FLORIDA STERLING COUNCIL

"Florida's #1 source for developing, accelerating and recognizing management performance excellence."



Sterling: Your Epicenter for Excellence

Introduction

As the epicenter of business quality for organizational improvement and recognition for performance excellence and proven results, we offer a variety of products and services.

We address the needs of organizations throughout Florida by focusing on Leadership Development, Operations Improvement, and Consulting Services to better align our products and services to meet ever changing customers' requirements. The following information represents the Council's services to ensure the Epicenter for Excellence meets the needs of all organizations - public, private, and not-for-profit – in all sectors. All of these courses can be customized specifically for your organization.

Management Assessments

These assessments start with developing organizations and continue with organizations that are recognized as Governor's Sterling Award role models for Performance Excellence. The varied levels of approach provide for different entries into the Management Assessment processes to meet customer needs of any organization, any size, and any sector or business. *For more information on these management assessments and detailed Lean Six Sigma flyers describing all classes, visit our web site at www.floridasterling.com*

Leadership Development

STERLING MANAGEMENT CRITERIA 101; The Performance Excellence Framework for Success (Baldrige) (1 day)

- Understand the Sterling Management Framework including: Leadership, Strategy, Customers, Measurement, Analysis, and Knowledge Management, Workforce, Operations, and Results
- Learn how you can use the Criteria to better focus your organization, link strategies with the work you do, and achieve better results
- Recognize some strengths and opportunities for improvement for your organization or your specific department and maximize the use of resources as you take action on them
- Implement tools to get started, continue your journey to excellence, or assess your readiness for the Governor's Sterling Award

STERLING MANAGEMENT CRITERIA 102 (Virtual)

This session includes six modules that include evidence-based management elements that are employed in high performance organizations.

- Understand how leadership sets the stage for success and addresses ethical challenges
- Learn how strategic planning is used for transformational change and how to capitalize on big data to determine intelligent risk and innovation
- Understand how to retain and grow your customer base in a new world of listening and learning
- Evaluate how to keep score using the right measures, analysis, information, and results
- Learn how to engage your workforce and identify star employees, overcome obstacles, and build a winning team
- Understand the value of using lean training, leading performance measures, and innovation to drive operational performance

STERLING CRITERIA 103: CONNECTIONS AND INTEGRATION (1 day)

- Gain a better understanding of key concepts of Approach (what you do), Deployment (how you communicate and implement your approach), Learning (evaluate and improve), and Integration (how it all strategically ties together)
- See how some role model organizations created the “Golden Thread” from the Organizational Profile and Strategy through Results
- Practice pulling the Golden Thread from one of your organization’s strategic challenges through results to see what you are doing and what you need to do

STERLING EMERGING LEADERS CERTIFICATION (6 days)

- Complete a series of leadership assessments
- Learn how to take a “systems view” of your organization
- Understand concepts and tools to help you become a more effective leader
- Learn effective approaches for setting expectations, role modeling behaviors, communicating, developing high impact goals, ensuring alignment, engaging employees, and reviewing performance to plan
- Complete individual and team projects
- Identify opportunities for improvement in your personal leadership capabilities
- Develop a SMART Individual Development Plan for leading a Sterling-based organization
- Earn Sterling *Emerging Leaders Certification*

CREATING A CULTURE OF CONTINUOUS IMPROVEMENT AND INNOVATION (1 day)

- Learn key elements of high performing culture that fosters and supports alignment, employee engagement, continuous improvement, and innovation
- Assess your existing culture to identify strengths and areas to improve
- Identify ways to re-focus and re-energize employees
- Identify at least one area ripe for innovation
- Develop an action plan to move forward

BUSINESS COMMUNICATIONS (5 sessions)

The sessions include a focus on email, business letters, reports, speaking, and presentation. Participants will learn when to use the appropriate form of communication and how to do it well in a comfortable and supportive environment.

- Understand the importance of a communication system
- Learn the basic components of all effective communication
- Apply the concepts of purpose, audience, message, and method to a variety of situations in your current job and potential leadership situations through assignments and remote coaching

KNOWLEDGE MANAGEMENT: LEADING A LEARNING ORGANIZATION (1/2 or 1 day)

- Learn what knowledge management is and why it is important
- Understand four key elements of high performing knowledge management systems
- Start identifying strengths, opportunities, and plans for improvement for your organization’s knowledge management

SMART GOALS DRIVE OWNERSHIP AND EXECUTION (1/2 day)

- Learn why SMART goals are important and how to develop them
- Learn how to engage the workforce and gain ownership
- Learn how to track execution
- Practice applying the SMART goal concept to one of your specific challenges

SURVIVORS TO THRIVERS: STRATEGIES TO CONNECT LEADERS AND EMPLOYEES (1/2 day)

- Understand common issues in talent management
- Assess your workforce culture
- Learn how to understand and adapt to a changing workforce
- Learn ways to refocus, re-energize, and re-engage employees

MANAGEMENT ACADEMY (3 days)

- Acquire the skills necessary to implement strategic and business plans and engage the workforce
- Learn effective approaches for leading work units, managing projects, and evaluating team effectiveness
- Evaluate your personal management style to work more effectively with leaders, peers, and subordinates
- Understand how to develop measures for setting goals and evaluating results

MAPPING THE CUSTOMER EXPERIENCE (1 day)

- Learn the importance of knowing your customer perspective
- Understand the basic components of a customer map and how to develop one
- Learn how to hardwire a customer experience focus as part of your organization's framework
- Develop an action plan for a project

BUSINESS BLUEPRINT (2 day)

- Increase levels of service to customers
- Increase growth and sustainability
- Improve relationships with employees and volunteers
- Apply learning to improvement projects and receive remote coaching

For more information on how to develop your leaders or understand the training investments, refer to Section I of the Resource Guide.

Process Management Training

PROCESS AND PROJECT MANAGEMENT FOR LEADERS

- Increase your understanding of the quality model, key components, methodologies, and terminology
- Share some key strategies, and develop a common vision around quality deployment
- Gain an understanding of the role you, as a leader, must undertake to achieve the greatest level of business success for your organization

LEAN SIX SIGMA FOR LEADERS (2 days)

- Understand how to integrate Lean Six Sigma thinking with your communications plan, strategic plan, human resource plan, and operations
- Learn how to conduct operational reviews so that strategic and process objectives are achieved
- Learn how to conduct a SWOT analysis, prioritize findings, and translate them into goals and objectives for action
- Learn how to evaluate a strategic plan prior to implementation to determine the probability of its success

LEAN SIX SIGMA YELLOW BELT (1 day)

- Select a priority process for improvement
- Identify the process customers and their requirements
- Develop outcome and in-process measures for controlling and identifying improvement opportunities
- Flowchart your process to understand where opportunities exist to improve quality, cycle time, and cost effectiveness

(Earn Lean Six Sigma Yellow Belt Certification from ets, Inc. and the Florida Sterling Council)

LEAN SIX SIGMA DMAIC (1 day)

- Understand an innovative and recognized best practice approach to the DMAIC method
- Know when to apply the appropriate tool in each DMAIC step
- Learn how to use data to solve the problem and convincingly *tell the story*
- Understand how to use the checkpoints to keep your DMAIC project and team on track
- Analyze an actual DMAIC project to reinforce key learning points
- Apply DMAIC to both problem reduction and growth opportunities

PROJECT MANAGEMENT FOR LEAN SIX SIGMA (1 day)

- Understand the importance of project management in maximizing the benefits to Six Sigma
- Understand and apply the key principles for effectively managing projects
- Know how to establish success criteria for a project
- Evaluate and score a project so that the project management process can be measured and improved

(Earn Lean Six Sigma Project Management Certification from ets, Inc. and the Florida Sterling Council)

ADVANCED LEAN SIX SIGMA CERTIFICATION (3 days)

This advanced certification level can be attained by completing the one-day Yellow Belt, DMAIC, and Project Management courses within a 12 month period. Advanced Lean Six Sigma Yellow Belt Certification is a pre-requisite for participating in the 5 day Green Belt Certification Program

(Earn Lean Six Sigma Advanced Yellow Belt Certification from ets, Inc. and the Florida Sterling Council)

LEAN SIX SIGMA GREEN BELT (5 days)

This highly popular program builds on the **skills acquired in the** Advanced Lean Six Sigma Certification. Advanced Lean Six Sigma Certification is a prerequisite.

- Define a process by flowcharting and developing outcome and in-process measures
- Identify the process stakeholders and their requirements
- Determine the Cost of Poor Quality and quantifying the potential benefits of your project
- Utilize the Six Sigma DMAIC methodology to improve your process for maximum benefit to your organization
- Learn the most useful Six Sigma tools and techniques, and when and where to apply them for the greatest impact
- Understand how to develop and sell your solutions to upper management
- Complete a project that will have significant impact on your organization

(Earn Lean Six Sigma Green Belt Certification from ets, Inc., and the Florida Sterling Council)

Note: Green Belt projects must be approved in advance by both ets, Inc. and the participants' leaders to encourage organizational impact.

LEAN SIX SIGMA GREEN BELT “STANDARD” (8 days — on-site only)

- Define a process by flowcharting and developing outcome and in-process measure
- Identify the process stakeholders and their requirements
- Determine the Cost of Poor Quality and quantifying the potential benefits of your project
- Utilize the Six Sigma DMAIC methodology to improve your process for maximum benefit to your organization
- Learn the most useful Six Sigma tools and techniques, and when and where to apply them for the greatest impact
- Complete a project that will have significant impact on your organization

(Earn Lean Six Sigma Green Belt Certification from ets, Inc., and the Florida Sterling Council)

Note: *Green Belt projects must be approved in advance by both ets, Inc. and the participants' leaders to encourage organizational impact.*

LEAN SIX SIGMA BLACK BELT (10 days)

- Learn how to lead the performance improvement initiative in your organization
- Learn and apply the tools and techniques to enable you to facilitate organizational change
- Understand how to integrate Lean Six Sigma with the Sterling framework

(Earn Lean Six Sigma Black Belt Certification from ets, Inc., and the Florida Sterling Council)

Note: *Successful completion of the ets, Inc., and/or Florida Sterling Council's Green Belt is a pre-requisite for this course.*

Note: *All Lean Six Sigma courses are based on the ets, Inc. DMAIC methodology; however, all courses can be customized to use ets, Inc. QUIC Story and A3 methodologies.*

Consulting and Advisory Services

The Florida Sterling Council provides a variety of customized organizational trainings at your site to meet your needs whether you are just beginning your journey to performance excellence or are well on your way. Our trainers have expertise in implementing the Sterling Criteria in education, business, public agencies, healthcare, cities and counties, and not-for-profit organizations. Some of our offerings include:

Leadership Systems

Leadership Coaching

Data-driven Leadership

Developing Measures that Matter

Strategic Planning

Engage Employees in a Continuous Improvement and Innovation Culture

Lead and Strengthen a Positive Workforce Culture for High Performance Work

Developing SMART Goals

Scorecards and Measurement Systems

Employee Satisfaction/Engagement

Succession Planning

Benchmarking

Process Management and Improvement

Building Effective Teams

Quality Improvement Planning

Lean Six Sigma Tools and Techniques Implementation

Management Reviews of Operational Performance

No matter what your organizational or individual needs are for performance improvement, the Florida Sterling Council's Epicenter for Performance Excellence is capable of meeting your requirements. Please contact the Florida Sterling Council to address your training and consulting needs (850-922-5316).

Sterling can also provide additional customized courses targeting customer focus and workforce needs.

