

Assessing for excellence

“Tell me and I forget, teach me and I remember, involve me and I learn”

Are you inquisitive? Tenacious? Hard working? A lifelong learner? If the answer to all these questions is “Yes”, then being a Midlands Excellence Awards Assessor may hold just the development opportunity that you have been looking for.

The first step towards becoming a Midlands Excellence Assessor is to complete our Assessor Training programme. A more demanding and rewarding management learning opportunity will be hard to find. Not only will you have access to one of the best excellence training programmes in Europe, but this programme is also recognised by the Institute of Leadership and Management (ILM).

Each year Midlands Excellence offers around 200 individuals, from all sectors, the opportunity to develop their leadership and management skills by taking part in its programmes to assess organisations across the region.

After receiving comprehensive training, assessors form teams to evaluate evidence, carry out site visits and issue feedback for both the Midlands Excellence Awards and Investors in Excellence programmes.

The skills learned last a lifetime, which is why Assessing for Excellence forms a key part of many companies’ management development programmes.

By completing the training you will have the opportunity to apply the learning to a real assessment of a Midlands Excellence Award entrant.

Contributing to the Midlands Excellence Awards programme will benefit you through further developing your:

- **knowledge of EFQM Excellence Model 2010**
- **application of world class assessment methodology (known as RADAR)**
- **understanding of the Concepts of Excellence**
- **skills for implementing excellence in your own organisation**
- **teamwork, management and leadership skills**
- **interviewing and questioning skills at senior level**
- **report writing skills**



What are the benefits?

Midlands Excellence assessor training will give you practical experience with three of the most effective organisational development tools that are in use today. You will gain knowledge and understanding that will pay back over a lifetime:

The Fundamental Concepts of Excellence – the essential foundations for any organisation to achieve long term sustainable excellence. These concepts distil management theory into an accessible philosophy for organisational excellence.

The EFQM 2010 Excellence Model – provides a holistic view of an organisation and allows users to see the interconnections and impacts that different methods and approaches are having on stakeholders and results.

RADAR – A structured approach to questioning and investigation of the performance of an organisation.

This year Midlands Excellence assessor training has been reviewed and refined to be fully aligned with the EFQM 2010 changes.

You will be able to apply the learning within your own organisation, e.g. through applying excellence principles and concepts, guiding self assessments and even preparing for an awards submission. You will



What is involved?

The training programme is split into three distinct phases:

Welcome Workshop – This one day workshop provides an introduction to Concepts of Excellence, EFQM 2010, RADAR scoring and sets the requirements for completion of an Awards Case Study.

Case Study (offline) – A mock awards assessment allowing creation of a feedback report and the identification of strengths, areas for improvement and score using EFQM 2010 and RADAR.

Workshop 2 – Detailed analysis of the full 32 criterion parts of EFQM 2010 model. The consensus process, site visit and challenge process and final report writing.

This completes assessor training however trained assessors may go on to volunteer for the Midlands Excellence Awards programme.

Team Training – How high performing teams plan, manage and execute their assessments. Understanding the applicant organisation and best practice learning from an experienced Senior Assessor.

Assessors who will go on to undertake an Awards assessment will need to plan the time needed to complete it. This includes the time taken to review the applicant's submission document (approx 25 hours), 1 day consensus meeting, 1 day site visit and time to compile information for the applicant's feedback report.

Cost: £695 + VAT for all participating

Courses are run throughout the year to support the demand for assessments.

The programme includes an ILM certificate on completion

Recognition – Assessors have the opportunity to attend the annual Midlands Excellence Awards Ceremony free of charge. This is the largest event of its type in Europe and a fantastic way to acknowledge your contribution to our excellent region.



Reserve your place today. To request an application form simply fill in your details and faxback to 01675 460472.

Name: _____

Job title: _____

Organisation: _____

Address: _____

_____ Post Code: _____

Telephone No: _____

E-mail: _____

Mobile: _____