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**LEADERS IN APPLIED
INTERACTIVE TRAINING**

EX01E

Team Power International
Where Your Winning Future Begins



**In-House
Training**

LEADING EXCELLENCE

Learn how to apply EFQM Model, identify areas for improvement and lead your organization to success



OVERVIEW



PRIMARY OBJECTIVES & BENEFITS

One of the first steps that Leaders in an organization need to undertake is to establish why the organization exists and what it wants to achieve. If Leaders do not clarify and communicate the Vision, Mission and Strategic Objectives to their team, there may be assumed inaccurate purposes for the organization. Leading Excellence training course is designed for leaders who wish to understand and apply the EFQM Excellence Model within their working environment to achieve the best results. Using real application documents and simple effective tools, leaders will learn how to identify areas for improvement and adopt a structured approach to effectively address them. This course will enhance delegates' knowledge in excellence and emerging its concept in day to day process.

This workshop will help participants to:

1. Gain a thorough understanding of EFQM Excellence Model.
2. Be able to understand the definition of Excellence as a competitive advantage and the Fundamental Concepts of Excellence.
3. Be able to use the RADAR Methodology in assessing excellence maturity and using scoring sheets to measure it.
4. Understand how to effectively communicate with stakeholders and colleagues.
5. Learn how to translate Vision, Mission and Strategic Objectives into practice.
6. Learn how to interpret an assessment feedback report.
7. Identify and focus on the areas for improvement.
8. Prepare themselves and leadership team for the Excellence Site Visit.



WHO SHOULD ATTEND?

This course is designed for leaders who are engaged in quality management implementation and improvement of organizational performance.



LEADING EXCELLENCE

Learn how to apply EFQM Model, identify areas for improvement and lead your organization to success

Module 1 - Excellence Overview & Leadership

- What is Leadership?
- Who are leaders?
- What do leaders do?
- Excellence Definition
- Benefits of Excellence
- Traits of Excellent Organizations
- Progressing in the journey to Excellence

Module 2 - The Fundamental Concepts Of Excellence

- Adding value for customers
- Creating a sustainable future
- Developing organizational capability
- Harnessing creativity and innovation
- Leading with vision, inspiration and integrity
- Managing with agility
- Succeeding through the talent of people
- Sustaining outstanding results

Module 3 - The Excellence Model Enablers & Results

- Leadership
- People
- Strategy
- Partnerships & Resources
- Processes, Products and Services
- People Results
- Customer Results
- Society Results
- Business Results

Module 4 - Deming Cycle / RADAR Assessment

- Deming Cycle: Plan - Do - Check - Act
- Define required results
- Plan and develop approaches
- Deploy approaches
- Assess and refine approaches and deployment

Module 5 - Put Leadership Into Practice

- Establish a Vision and Mission
- Instill Values and Culture
- Achieve the strategic objectives
- Communicate with stakeholders/colleagues
- Act as "Agents of Change"

Module 6 - Review And Improve Leadership

- Reviewing techniques
- How to improve?
- Manage improvement projects
- Prepare for the Excellence Site Visit

PROGRAM HIGHLIGHT

Duration: 3 days
Date: To be Agreed with the Client Organization
Timing: 8:30 am to 2:30 pm daily
Venue: Suitable & fully equipped venue
 (to be provided by Customer)
Notice required: 10 working days

Language: English or Arabic
Material: Participants will be provided with high quality handouts
Certificates: Certificates of Achievement shall be provided to participants upon successful completion of the training program
Fees: Inclusive of facilitator's fees, materials and certificates