

Team Leader Update

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RMPEX Team Leaders

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Core Values Partners

Advancing Excellence



Objectives

- ▶ Make Team Leaders aware of changes in Examiner training and their roles
- ▶ Reinforce some team leader best practices for several purposes:
 1. Engagement of team members, especially new team members
 2. Ensure timeliness of the evaluation process with no missed deadlines
 3. Enhance quality of feedback report

Changes in training

- ▼ Use of a “live” application during training
 - minimize non-value-added work
 - this has been tested in other programs and Examiners “really” like it!
 - requires more of a mentor role by Team Leaders and experienced Examiners
- ▼ Virtual training instead of live training
 - Zoom platform with Zoom breakout rooms
 - allows RMPEX to provide training to Examiners in your broad market (NE, CO WY, and MT)
 - please be patient – this is something new

We want to reinforce what you as a team leader can do during the following stages

- ▼ Socialization
- ▼ Pre-training
- ▼ During training
- ▼ After training

New Examiner Engagement

- ▶ New examiners need assurance that it is OK to be confused about the process
- ▶ Team Leaders need to define exactly what is expected of them during break out times – getting to know the team, learning the process, completing the assignment, etc.
- ▶ Do what you can to engage new Team Members – more difficult when doing everything virtually
- ▶ Check in frequently on comment writing – “trust but verify” so they don’t get off on the wrong track
- ▶ Take advantage of seasoned examiners as Team Leaders

Pre-training

- ▶ Introduction email – asking other team members to do the same
- ▶ Reinforce that there are differences between the RMPEX program and Baldrige, other state programs, and other programs that must be adhered to

Socialization

- ▶ Returning team members
 - don't hesitate to ask them to take on additional roles – particularly if you get a sense that they may be better at something than you are
- ▶ All – *please reinforce what team members do well!*

During Training

- ▶ Reinforce RMPEX program requirements, which may be different from Baldrige or other programs - *it is critical that we have **comment score alignment***
- ▶ One of the key differences is the use of the *Scoring Calibration Guidelines* – these are based on the Baldrige Scoring Guidelines, but are more detailed – leading to **comment score alignment**
- ▶ Reinforce that comments lead to the score – **comment-score alignment**. Remember that the score is based on the comments – not what you *didn't* identify from the application.

During Training

- ▶ Reinforce comment writing rules – summary on back cover of Quick Reference Guide and detailed rules in the pre-work webinar
- ▶ Meticulous time management is required - get communication dates set during training (or at least an agreement on what day/time is best for all).

After Training

- ▶ Email examiners who meet deadlines, etc., with kudos and encouragement.
- ▶ Use Feedback Report Checklist in the QRG during and after each Category is completed so that examples of high-quality feedback are modeled for the Team as they proceed.
- ▶ Build an extra week into the back end of the Consensus Review, if possible, to tie up loose ends.

After training

If Examiners are missing deadlines, address it individually. If no response – or improvement, contact RMPEX staff. *Don't wait too long to do either of these steps!*

Consensus and Site Visit Training

- Consensus and Site Visit training will be conducted “just in time” – a benefit of virtual training

Remember these resources...

- ▶ Scoring Calibration Guidelines (SCG)
- ▶ Quick Reference Guide (QRG)
- ▶ Scorebook and Comment Matrix (SCM)
- ▶ Examiner Training PowerPoint (*New! PowerPoint index in QRG!*)
- ▶ Baldrige Framework
- ▶ Your fellow examiners
- ▶ RMPEX staff

Your input

- ▶ Are there any questions you have about your role as Team Leader?
- ▶ Are there any best practices that you would like to share – or ask other Team Leaders to share?



Thank you for your participation as a Team Leader!
Experienced Examiners are very valuable to this program. And you are especially valuable as a Team Leader!

Thank you for your commitment to performance excellence!



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