



EFQM CERTIFIED ASSESSOR TRAINING



OVERVIEW

The EFQM Model provides a blueprint for organisations to develop a culture of improvement and innovation. It is a flexible framework that is fit for purpose and helps organisations to recode their ways of working, both in the short and long term. Used as the national Excellence Model by almost 50 countries around the world, the EFQM Model is a global benchmark.

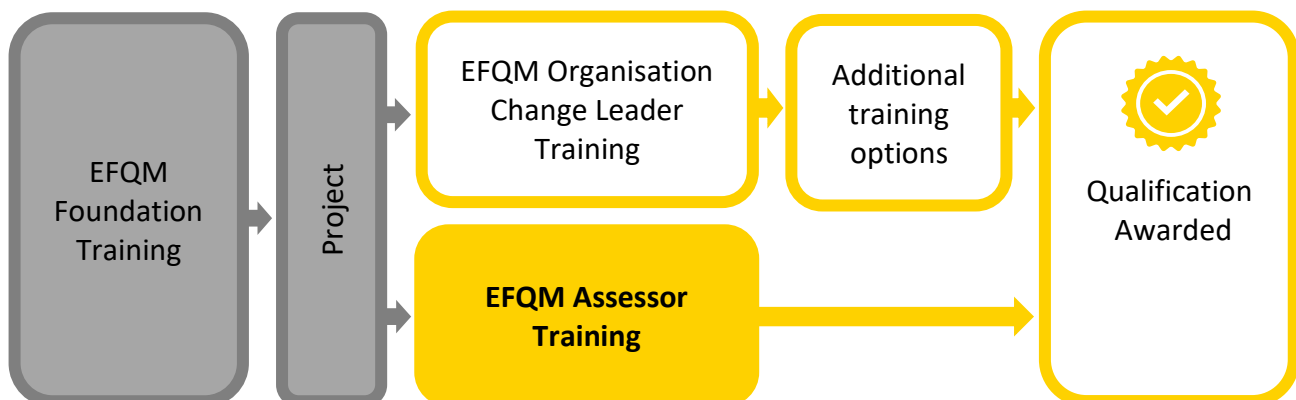
The Assessor Training Course will equip you with the skills to perform strategic and formal assessments on any organisation utilising the EFQM Model.

A case study based on a real company forms the basis for a simulated assessment. Participants are led through the various stages of the assessment whilst developing and practising their skills.

Through presentations, break out discussions and activities, you will apply EFQM diagnostic tools effectively, identify strategic priorities, and prepare value-adding feedback for an organisation.

LEARNING PATHWAY

Participants must complete the EFQM Foundation Training and Project prior to undertaking the EFQM Assessor Training.





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BENEFITS

By the end of this course participants should be able to:

- ▶ analyse the ecosystem of an organisation to provide context for an assessment
- ▶ identify the strategic priorities for an organisation and ask strategically important questions
- ▶ develop appropriate hypotheses to support an EFQM assessment
- ▶ apply the EFQM diagnostic tools of RADAR and the Business Matrix Advanced effectively
- ▶ prepare value-adding feedback for an organisation
- ▶ identify relevant good practices
- ▶ behave in a professional and sensitive manner during an assessment.

THE STRUCTURE OF THE WORKSHOP (THREE DAY)

DAY ONE

- ▶ The Role of the Assessor
- ▶ Understanding the Organisation & Creating Hypotheses
- ▶ Tutor Review of Pre-Work
- ▶ Understanding the Criteria: Part 1

DAY TWO

- ▶ Understanding the Criteria Part 2
- ▶ Understanding RADAR
- ▶ Site Visit Interview Video
- ▶ Site Visit Preparation and Interviews

DAY THREE

- ▶ Identifying Strengths and Opportunities for Improvement
- ▶ Scoring
- ▶ Feedback Report
- ▶ Continuing Professional Development
- ▶ Tutor Feedback