



# EFQM<sup>®</sup> CERTIFIED FOUNDATION 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 Thrive team is proud to partner with Learning Horizons as EFQM's representative in Australia.

This Foundation Training will focus on how EFQM helps organisations perform better by creating data-driven insights backed up by industry experts. Based on the powerful logic of asking three questions, the EFQM Model structure delves into the 'Why', 'How' and 'What' for organisations to develop a culture of innovation and improvement.

This course provides the core knowledge about the EFQM Model. Through presentations, break out discussions and activities, participants will discover their organisation's eco-system, the value of EFQM models and how to use them as well as exploring EFQM's digital platform.



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## BENEFITS

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

- ▶ explain how the EFQM Model could benefit their organisation and how it could be used to overcome current and future challenges
- ▶ explain how the Model is structured and how the different elements apply to their organisation
- ▶ apply RADAR, the diagnostic and assessment tool, to identify strengths and areas for improvement
- ▶ conduct a high-level health check of their organisation

## THE STRUCTURE OF THE WORKSHOP (ONE DAY)

- ▶ The Changing World
- ▶ The Organisation's Ecosystem
- ▶ The EFQM Model
- ▶ RADAR
- ▶ Using RADAR and the EFQM Model
- ▶ The Digital Platform
- ▶ Next Steps

## LEARNING PATHWAY

