



## Workshop & Kick-Off Event

**Monday, March 30**

**10 a.m. - 3 p.m.**

**LeadingAge Minnesota**

**2550 University Ave. W., Ste 350S**

**Saint Paul, MN 55114**

### PURPOSE:

Introduce new participants to the key concepts and information needed to participate in the Performance Excellence in Aging Services program.

### OBJECTIVE:

Understand the foundations of excellence and how the Performance Excellence in Aging Services will provide the support you need to:

- identify, prioritize and address performance improvement opportunities, and
- create a foundation of excellence.

### AGENDA:

#### Foundations of Performance Excellence

- What is Excellence?
- The Baldrige Framework
- Compliance vs. Excellence
- Organizational Profile

#### Performance Excellence Process Categories

- Process vs. Effective, Systematic Process
- Intro to Leadership Trial Categories
  - Leadership
  - Strategy
  - Customers
  - Workforce
  - Operations
  - Measurement

- Introduction to Results
- Getting Started and Next Steps



For more information, contact

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