



# Knowledge Seekers UK

## *EFQM Foundation and Qualified Assessor Training Course*



**EFQM®**



**15<sup>th</sup> - 19<sup>th</sup> April 2024**

**Istanbul Beşiktaş**

This program has been specially customized to meet the identified personal training needs of participants from and to help them contribute to their organizational goals



## Course Overview

This training has been designed to be delivered in 2 stages. First day is **the foundation** essential course for anyone who wants to find out about the EFQM Model and RADAR and how these tools can benefit an organisation. This day is suitable for anyone who wants to understand the new EFQM Model and how it can be used to make their organisation more effective. It provides a good overview for consultants who want to add the Model/RADAR to their portfolio of products and services. Whilst this training is effective as a stand-alone course, it is also a pre-requisite for anyone considering one of the EFQM qualification routes as a way of progressing their management development and career.

### **First-Day: 8 Modules:**

1-The Changing World, 2-The Organisation's Ecosystem, 3-The Value of a Model, 4-The EFQM Model, 5-RADAR, 6-Using the EFQM Model and RADAR, 7-The EFQM's Digital Platform, 8-Next Steps

### **Second stage: Assessor Training:**

This part aims to equip participants to conduct a strategic assessment of an organisation as part of a high-performing EFQM assessment team. 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. This course is the final stage in the EFQM Assessor qualification.

**Course Aims and Objectives:** By the end of the course, delegates will 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.

### **Training Methodology**

This dynamic training course is highly-interactive & encourages delegate participation through a combination of lectures, group discussion, practical exercise, case studies, and breakout session designed to reinforce new skills. The comprehensive course manual has been designed to be practical, easy to use and facilitate learning. In order to help with establishing individual and business concerns, delegates will be asked to fill pre-course questionnaire.

### **Who Should Attend?**

The course provides essential information for anyone who wants to assess their organisation or be part of a team conducting external assessments based on the EFQM Model. It is a pre-requisite for anyone who wishes to become an Award Assessor for EFQM. The course is highly recommended virtually to all executives who work as leader or as part of a team and wants to benefit from this course by learning the secrets of highly successful team leadership, improving communication skills, understanding conflict resolution techniques and much more! Course can be very beneficial for members working together to improve the team's effectiveness including:

- Chief operating officer
- Chief administrative assistant/supervisor
- Senior vice president of quality dept.
- Team leaders & head of department and divisions
- General manager assistants
- Human resources officers
- Divisional director or leader
- Head of training unit



**COURSE OUTLINES:**

- The Role of the Assessor
- Creating Hypotheses
- Tutor Review of Pre-work
- Site Visit Interviews
- Identifying Strengths and Opportunities for Improvement
- Feedback Report – preparation and delivery
- Tutor Feedback (individually to each participant)
- Understanding the Organisation
- Understanding the Criteria
- Understanding RADAR
- Role Play Interviews
- Scoring
- Continuing Professional Development

**Post Certified Foundation Training Projects**

The EFQM Foundation Course provides the core knowledge about the EFQM Model. In some cases, the training will have fulfilled the learning needs of an individual. In many cases, the individual will want to consolidate his/her learning by applying the theory to a practical task. The post-Foundation Training projects provide an opportunity to consolidate the learning, as well as being a pre-requisite for the EFQM Assessor, Organisational Change Leader courses. The circumstances for every individual will differ so the list of suitable projects is designed to provide flexibility. Upon completion of the project, a summary sheet should be completed and emailed to the person who delivered the Foundation Training.

**Pre-requisites for Assessor Training**

Participants must have completed the EFQM Foundation Training and a Post-Foundation Project before applying for this course. Prior to attending the course, participants will be required to complete a substantial piece of pre-course work. You should allow at least one day to complete this task. Failure to submit the pre-course work will result in automatic failure with no refund on the course fee.

**Course Details**

<b>Course Title</b>	<b>“EFQM Foundation and Qualified Assessor Training Course”</b>
<b>Pre- Schedule:</b>	15-19 April 2024
<b>Timings:</b>	09:00 AM - 04:00 PM
<b>Fees per participant</b>	<b>£ 3,500 GBP</b>
<b>Training Team</b>	1 professional trainer + 1 facilitator
<b>Venue:</b>	Istanbul - Turkey Beşiktaş area
<b>Course fees Include:</b>	<ul style="list-style-type: none"><li>▪ Completion Certificate upon successful attendance &amp; participation</li><li>▪ Documentation &amp; handout copies</li><li>▪ coffee break</li><li>▪ Airport pick ups from and to Istanbul upon arrival and leaving home</li><li>▪ USB memory and full training bag</li><li>▪ Discounted accommodation with our cooperate rate @ Conrad hotel</li><li>▪ Assessment and follow up after course for EFQM accreditation</li><li>▪ Action plan to help participants on personal career level</li></ul>



**Prizes will be awarded to the best participants at the end of course**

This is the final course you need to complete to become qualified as an EFQM assessor. As part of the course, you will use a real company as a case study to learn and practice an assessment using the new EFQM Model.

**For direct contact**

Mrs Gintare Nemanyte (Events & Marketing Manager)

E-mail: [zaim@kseekers.co.uk](mailto:zaim@kseekers.co.uk)

Tel: +44 7590 53 5011



*Knowledge Seekers UK  
is proud member of :*

