



## An Introduction to Excellence & Resilience Building through the IMPRESS Self-Assessment Tools

### Topics we will touch:

1. What is Excellence?
2. How does it work (Concept)?
3. How can I use it for my organisation without having to go the full EFQM way?
4. How to start?
5. How to do an assessment?
6. What to do with the results?
7. How to use Easy Assessment to run me through tall of this process?
8. What means stress, what means resilience and well-being and how does it work? (Theory input, background knowledge)
  - Why do we need stress management?
  - How is the IMPRESS Stress Management Methodology structured?
  - What needs to be included in a stress management concept?
9. What are the links between Stress Management and Excellence
10. Diagnosis stress measurement: How can I assess/diagnose/measure my own and my organisation's stress potentials (stressors, strain and resources?)
11. Intervention: How to minimise potential negative impact and increase resources, well-being and resilience?
  - Individual level (individual resources)
  - Team level (team processes as resources, social support from supervisor and team colleagues)
  - Organizational level (structure/tasks, workflow processes, HR politics)
12. How to use the IMPRESS Stress Factor Assessment Tools?
  - How is the IMPRESS toolbox structured?
13. How to integrate the results from both assessments and prioritize and plan fitting interventions based on them?
  - Evaluation of stress intervention methods
  - How can stress management interventions be evaluated?
  - How can a holistic stress management process look like?

### Materials:

- IMPRESS Case Study for Health Care Sector
- Workbook
- Slides
- Access to IMPRESS SFA: [http://www.ibk-software.eu/SelfEval/\(S/lbfohy0lrawjpbca04qsix1\)\)/Welcome.aspx](http://www.ibk-software.eu/SelfEval/(S/lbfohy0lrawjpbca04qsix1))/Welcome.aspx)

### Duration:

- 3 days Training

### Trainer:

- Pof. Dr. Rita Berger, Univ. Barcelona, Facultat de Psicologia, Departament de Psicologia Social i Quantitativa
- C.-Andreas Dalluege, EFQM Licenses Advisor & Trainer



<p><b>Content</b></p>	<p>This training provides an opportunity for participants to understand the European Excellence approach. They will have been introduced to the main European Excellence Models (CAF, EFQM), learned how to collect and interpret company data in the context of a self-assessment and have trained how to identify and prioritize Areas for Improvement. This knowledge will be enhanced by a similar approach for assessing potential stress factors and define and selecting interventions for personal and organisational growth.</p>
<p><b>Learning Outcomes</b></p>	<p>At the end of the workshop, delegates should:</p> <ul style="list-style-type: none"> <li>→ understand how the European Excellence approach can support their own organisation's development</li> <li>→ know how research and present the data needed to do a self-assessment</li> <li>→ know how to assess their own organisations with both an Excellence based and a potential Stress Factor Self-Assessment</li> <li>→ know how to extract and prioritise from the self-assessments the areas for improvement that fit best to the organisations next steps of development towards an excellent organisation</li> <li>→ understand how the results interact with their own requirements for achieving a better work place and job satisfaction</li> <li>→ have received feed-back on how to improve their own competencies, minimise potential stress impact and increase both individual and organisational resilience</li> </ul>
<p><b>Programme Details</b></p>	<p><u><b>Day 1</b></u></p> <ul style="list-style-type: none"> <li>▪ Excellence: An introduction</li> <li>▪ Teamwork: Stakeholder Analyses</li> <li>▪ Excellence Models in Europe (Overview)</li> <li>▪ Introduction and Teamwork: Criterion 9; Presentation &amp; Discussion of the individual team results</li> <li>▪ Introduction and Teamwork: Criteria 1 &amp; 6; Presentation &amp; Discussion of results</li> <li>▪ Introduction and Teamwork: Criteria 2 &amp; 5; Presentation &amp; Discussion of results</li> </ul> <p><u><b>Day 2</b></u></p> <ul style="list-style-type: none"> <li>▪ Recapitulation of Day 1 and the team results achieved</li> <li>▪ Introduction and Teamwork: Criterion 4; Presentation &amp; Discussion of results</li> <li>▪ Introduction and Teamwork: Criteria 3 &amp; 7 + Criterion 8; Presentation &amp; Discussion of the individual team results</li> <li>▪ Introduction to GOA Easy Assessment (for advanced homework)</li> <li>▪ Self-assessment as a starting point for Continuous Improvement</li> <li>▪ Overview of an advanced self-assessment with EFQM and its RADAR Logic</li> </ul> <p><u><b>Day 3</b></u></p> <ul style="list-style-type: none"> <li>▪ What means stress and well-being and how does it work?</li> <li>▪ Teamwork Case Study (with key questions)</li> <li>▪ Which are my own experiences? (own analysis)</li> <li>▪ Diagnose of own department/subordinates and project plan on stress and resource management</li> <li>▪ How to integrate results from stress and excellence assessments for defining, prioritising and selecting fitting interactions</li> <li>▪ Summarising the training, discussing the results achieved and feed-back</li> </ul>