

APL Assessment and Curriculum Model

Component	Description	Ties to Other Best Practices
Why? (The Reason)	<p>Local, Association, and State Leadership support for the sake of the health, growth and enrichment of our both our participants and ourselves</p> <ol style="list-style-type: none"> 1. Self-awareness and self-management 2. Empathy 3. Vision <ol style="list-style-type: none"> a. What can we become? b. How can we engage and involve others in the vision? c. For the sake of what? 4. Values <ol style="list-style-type: none"> a. To what behaviors and ways of interacting do we hold ourselves accountable as we implement our vision? 	<p>Emotional Intelligence Baldrige (leadership, vision, engagement) Altarum (leadership and mentoring, engagement)</p>
What? (The Focus)	<p>Clear goals, measured outcomes, evidence-based improvements</p> <ol style="list-style-type: none"> 1. Strategy <ol style="list-style-type: none"> a. Developing strategy for your Platinum experience 2. Service excellence <ol style="list-style-type: none"> a. Defining what it is b. How we provide it c. What it is not 3. Top notch sites <ol style="list-style-type: none"> a. Aspects of excellence b. Doing it without millions 4. Process excellence <ol style="list-style-type: none"> a. Measuring satisfaction and engagement (“Voice of Participant”, “Voice of Employee”) b. Assessing skills 	<p>Baldrige (strategic vision, measures, using results to define goals, communicating, engagement) Altarum (engagement, skills) EI (motivation, relationship management)</p>
How (The Method)	<p>Maximizing resources in support of objectives</p> <ol style="list-style-type: none"> 1. Involving team members <ol style="list-style-type: none"> a. Conflict and team dynamics 	<p>Baldrige (engagement) Altarum (motivation, cultural competency)</p>

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	<ul style="list-style-type: none">b. Motivating others (people have to weigh in to buy in)c. Dealing with difficult situations <p>2. Cultural competency</p> <p>3. Change management</p> <ul style="list-style-type: none">a. Developing plansb. Communicating objectivesc. Engaging people	EI (interpersonal competence, relationship management)
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