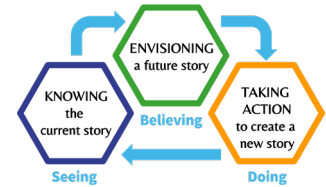


The Communities of Excellence 2026 National Learning Collaborative is a three-phase program with communities from across the country learning and sharing together. With the guidance of facilitators and mentors, they work in their respective communities to grow community engagement and visible progress towards community performance excellence that improves outcomes in the areas of health, education, economy, housing, and other aspects of quality of life. Following is the curriculum for the second phase of this journey.



OBJECTIVES:

1. Expand your community excellence group's [CEG] participation in your Communities of Excellence [COE] Journey.
2. Design your key CEG processes in the areas of leadership, communications, and strategy and apply them to an initial action project's strategic plan.
3. **Envision Your Community's Future Story:** Expand your journey's story and receive objective feedback on Category 1-3 questions in full on leadership, strategy, and residents and other stakeholders; and Category 4-7 questions at the basic level on measurement, analysis and knowledge management, people resources, operations, and results through COE's Assessment and Recognition Program.
4. Learn the deeper elements of the Communities of Excellence Framework and the roles of strategic positioning balanced with performance improvement.
5. Learn about and engage with the other communities in the COE National Learning Collaborative.

KEY TAKEAWAYS:

- Current and Ideal Leadership Structure and Systems Defined
- Strategic Action Plan Developed for Your Initial Action Project
- Tools Created and Used in Communicating with Your Leadership and Residents and Other Stakeholders
- COE Progress Self-Assessment Completed

SCHEDULE:

All sessions are held on the first Tuesday of the month via Zoom from 11:00 am – 1:00 pm PT (2 hours) and third Monday of the month via Zoom from 9:00 am – 10:00 am PT unless otherwise noted*.

September 19, 2023* **Special Leadership Onboarding Mini-Retreat** (9:00 am – 1:00 pm PT, 4 hours)

October 3, 2023 Session 1: Envisioning a New Story and System for Community Collaboration

October 15-17, 2023 **Annual Kick-Off Conference: "Inspire"** | Milwaukee, WI

November 7, 2023 Session 2A: Strategic Position and Progress Measures

November 20, 2023 Session 2B: **Community Resiliency & Excellence Measures** | All Cohorts and Alumni

December 5, 2023 Session 3A: Leadership Strengths and Structure

December 18, 2023 Session 3B: **Volunteers Are the Heart and Soul of Your Community** | All Cohorts and Alumni

January 2, 2024 Session 4A: The Value of Strategic Planning

January 15, 2024 Session 4B: **Diversity, Equity, & Inclusion in the COE Framework** | All Cohorts and Alumni

February 6, 2024 Session 5A: Planning for Action

February 19, 2024 Session 5B: **Funding Your Community Collaboration Efforts** | All Cohorts and Alumni

March 5, 2024 **Session 6A: Systems Designed for Making Progress**

March 18, 2024 Session 6B: **The Why and How of Writing to the COE Framework** | *All Cohorts and Alumni*

April 2, 2024 **Session 7A: Engaging People to Believe in the Vision**

April 15, 2024 Session 7B: **The Value of Branding and Pitch Decks** | *All Cohorts and Alumni*

May 7, 2024 **Session 8A: Empowering People to Get Involved**

May 20, 2024 Session 8B: **Telling Meaningful Stories That Motivate** | *All Cohorts and Alumni*

June 4, 2024 **Session 9A: Ensuring You Have the Right Resources**

June 17, 2024 Session 9B: **Balanced Processes for Prioritization & Segmentation** | *All Cohorts and Alumni*

July 9, 2024* **Session 10A: Earning Your Community's Trust**

July 15, 2024 Session 10B: **Leadership Models in Community Development** | *All Cohorts and Alumni*

August 6, 2024 **Session 11A: Connecting Your Plan and People to Your Vision**

August 19, 2024 Session 11B: **Developing Your Website and Online Platforms** | *All Cohorts and Alumni*

September 3, 2024 **Session 12A: Pursuing Progress on Your Journey**

PHASE 2 DETAILED SCHEDULE:

Date	Gathering Type	Topics and Tools	Concurrent CEG Activities	COE Criteria
TUE., SEPT 19, 2023*	Special Leadership Onboarding Mini-Retreat Online 9:00 am – 1:00 pm PT (4 hours)	<ul style="list-style-type: none"> The Journey to Community Excellence is Guided by a Relationship Map Building a Team of Teams: Engaging, Empowering and Organizing People with Different Perspectives Transformation Through Systems Thinking and CollaborACTION <p><i>COE Getting Started Readiness Assessment</i></p>	Complete the COE Getting Started Readiness Self-Assessment (<i>Test this new tool to assess your group's engagement and onboard new members.</i>)	The Communities of Excellence Framework's Steps Toward High Community Performance
TUE., OCT 3, 2023	Session 1 Online 11:00 am – 1:00 pm PT (2 hours)	Envisioning a New Story and System for Community Collaboration <ul style="list-style-type: none"> Getting to Know the Faculty and Your Fellow Cohort and Mentor Introduction to Phase 2 Objectives and Activities The Road So Far: Your Journey's Why and Where You Are Going Introduction to the Journey Matrix: A Crosswalk of The Journey Roadmap and COE Framework <p><i>Journey Matrix: A Crosswalk of The Journey Roadmap and COE Framework, The Pathway of Assessment and Recognition</i></p>	Review of Why, Vision, Mission, Values, and Key Strengths Choose Your Initial Action Project	All components of The Communities of Excellence Framework
SUN.-TUE., OCT 15-17, 2023*	Annual Kick-Off Conference Milwaukee, WI "Inspire"	<ul style="list-style-type: none"> Learning Together: Meeting your cohort in person and networking with National Learning Collaborative members, alumni, faculty, and mentors Recognition of Progress: Examples of progress in applying the COE Framework to community development and performance excellence efforts Deeper Dives: Sessions on current topics and framework concepts Attend the Baldrige Fall Conference: Held the last day. 	Conference Sessions and Activities	All components of the new 2023 release: The Communities of Excellence Framework
TUE., NOV 7, 2023	Session 2A Online 11:00 am – 1:00 pm PT (2 hours)	Strategic Position and Progress Measures <ul style="list-style-type: none"> Thinking about Your Community and CEG as a Unique and Strategic Entity Strategic Positioning Balanced with Operational Effectiveness: What do you need to focus on first? What is Your Initial Action Project for Phase 2? <ol style="list-style-type: none"> Go deep into a listening project to find a root cause, OR Surrounding your identified key priority with needed representation and resources, OR Going broader on a specific priority topic by studying feasibility with data, research, and relationship-building Measuring What is Meaningful to Your COE Initiative and Initial Action Project <p><i>COE Progress Self-Assessment</i> <i>COE Excellence Measurement System Tools</i></p>	Complete COE Progress Self-Assessment Draft Your Strategic Position and Key Measures	Category 1, Category 2, Category 4

MON., NOV 20, 2023	Session 2B Online 9:00 – 10:00 am PT (1 hour)	Community Resiliency & Excellence Measures <ul style="list-style-type: none"> COE's Common Community Scorecard and Cascading Measures Measurement Tools and Guidance on Gathering Quantitative and Qualitative Data 		
TUE., DEC 5, 2023	Session 3A Online 11:00 am – 1:00 pm PT (2 hours)	Leadership Strengths and Structure <ul style="list-style-type: none"> Leaders are Required: Who is showing up to lead your Journey? Surrounding Your Initial Action Project with the Right Strengths Leadership Structure: Personalities, Roles, and Responsibilities <i>Resources for Assessing Leadership Strengths</i>	Define Your Current and Ideal Leadership Structure	Category 1, Category 2
MON., DEC 18, 2023	Session 3B Online 9:00 – 10:00 am PT (1 hour)	Volunteers are the Heart and Soul of Your Community <ul style="list-style-type: none"> The SERVE® Method of Managing and Coordinating Volunteer Leaders in Your Community Excellence Efforts 		
TUE., JAN 2, 2024	Session 4A Online 11:00 am – 1:00 pm PT (2 hours)	The Value of Strategic Planning <ul style="list-style-type: none"> Why Developing a Strategic Plan is Important Approaches to Strategic Planning: What is right - right now- for your CEG? Benefits of Strategic Planning for Action with Work Processes and Work Systems <i>Sample Strategic Planning Approaches</i>	Choose a Strategic Planning Approach(es)	Category 2, Category 6
MON., JAN 15, 2024	Session 4B Online 9:00 – 10:00 am PT (1 hour)	Diversity, Equity, Inclusion, and Accessibility in the COE Framework <ul style="list-style-type: none"> Considering Many Voices in Every Element of Your Community Collaboration Work 		
TUE., FEB 6, 2024	Session 5A Online 11:00 am – 1:00 pm PT (2 hours)	Planning for Action <ul style="list-style-type: none"> Considerations for Developing Your Strategic Action Plan The Value of Agility, Resiliency, and Empathy (Design-Thinking) in Working within Community Collaboration Efforts 	Draft a Strategic Action Plan for Your Initial Action Project	Category 1, Category 2, Category 3
MON., FEB 19, 2024	Session 5B Online 9:00 – 10:00 am PT (1 hour)	Funding Your Community Collaboration Efforts <ul style="list-style-type: none"> Including People and Partners Can Help Lead to Resources of All Kinds to Feed Your Work 		
TUE., MAR 5, 2024	Session 6A Online 11:00 am – 1:00 pm PT (2 hours)	Systems Designed for Making Progress <ul style="list-style-type: none"> The Most Sustainable Systems are Developed by Systems Thinkers Leaders and Teams Need Systems in Place to Be Excellent at Effectiveness 	Define Your Current and Ideal Leadership Systems	Category 1, Category 5, Category 6

		<ul style="list-style-type: none"> Governance and Decision-Making Within Your CEG and With Your Community at Large 		
MON., MAR 18, 2024	Session 6B Online 9:00 – 10:00 am PT (1 hour)	The Why and How of Writing to the COE Framework <ul style="list-style-type: none"> The Unique Interconnectedness of the COE Framework's Criteria The Benefits of COE's Assessment and Recognition Program 		
TUE., APR 2, 2024	Session 7A Online 11:00 am – 1:00 pm PT (2 hours)	Engaging People to Believe in the Vision <ul style="list-style-type: none"> Meeting People Where They Are and Managing Expectations to Empower Early Adopters Excellent 2-Way Leadership Communication is Essential for Serving Residents and Other Customers: Tools and Tips for Community Leaders The Role of Storytelling in Getting the Right Kind of Attention to Move Your Initiative Forward <i>Sample Outline of Pitch Deck</i>	Draft 2 nd Level Pitch Deck Digital Platform Used	Category 3, Category 5
MON., APR 15, 2024	Session 7B Online 9:00 – 10:00 am PT (1 hour)	The Value of Branding and Pitch Decks <ul style="list-style-type: none"> What is a Brand and How to Use It in Your Community Collaboration Efforts How to Build an Effective and Concise Presentation for Various Audiences in Your Community 		
TUE., MAY 7, 2024	Session 8A Online 11:00 am – 1:00 pm PT (2 hours)	Empowering People to Get Involved <ul style="list-style-type: none"> Gaining Buy-In for Your Vision and Goals Recruiting and Orienting New Leaders in Your CEG and Community Excellence Initiative Win-Win Partner and Volunteer Agreements The Value of Action Teams and Promising Practices for Forming and Managing Volunteers <i>Request for 2nd Level Journey to Community Excellence Assessment & Recognition Form – DUE May 15th</i>	Draft Onboarding Documents, Forms, Agreements for New Team Members	Community Profile, Category 1, Category 3, Category 5, Category 6
MON., MAY 20, 2024	Session 8B Online 9:00 – 10:00 am PT (1 hour)	Telling Meaningful Stories That Motivate <ul style="list-style-type: none"> Structuring Your Messages for Maximum Impact Understanding the Role of Stories in Engaging Residents and Other Customers in Your Community Collaboration Efforts 		
TUE., JUN 4, 2024	Session 9A Online 11:00 am – 1:00 pm PT (2 hours)	Ensuring You Have the Right Resources <ul style="list-style-type: none"> Communicating Your Strategic Action Plan and Preparing to Take Action: What Inputs Are Needed to Move Forward with Outputs? Aligning Your Initial Action Project to the Strategic Plans of Your CEG's Individual Member Organizations <i>Strategic Alignment Tool</i>	Complete COE Progress Self-Assessment Community Profile Update & Complete all of Category 1-3 questions and the basic-level questions of 4-7.	All components of the Communities of Excellence Framework

MON., JUN 17, 2024	Session 9B Online 9:00 – 10:00 am PT (1 hour)	Balanced Processes for Prioritization and Segmentation <ul style="list-style-type: none"> ● Meeting People Where They're at While Practicing Inclusivity ● Digging Deeper to Better Know Your Community's Current Story 		
TUE., JULY 9, 2024	Session 10A Online 11:00 am – 1:00 pm PT (2 hours)	Earning Your Community's Trust <ul style="list-style-type: none"> ● Using the COE Progress Self-Assessment Results to Understand Your Strengths and Opportunities for Improvement ● What is Ethical Behavior in Community Collaboration Efforts and Why is it a Critical Success Factor? ● Promising Practices for How Other COE Communities are Talking about Ethics <p><i>Application for 2nd Level Journey to Community Excellence Assessment & Recognition – DUE July 15th</i></p>	Finalize the Strategic Action Plan for Your Initial Action Project Submit Application for 2 nd Level	Category 1, Category 7
MON., JUL 15, 2024	Session 10B Online 9:00 – 10:00 am PT (1 hour)	Leadership Models in Community Development <ul style="list-style-type: none"> ● Hierarchy and Distributed Leadership Examples ● Structure Options as Promising Practices for Your Community Excellence Group 		
TUE., AUG 6, 2024	Session 11A Online 11:00 am – 1:00 pm PT (2 hours)	Connecting Your Plan and People to Your Vision <ul style="list-style-type: none"> ● Tying it All Together: Promising Practices, Tools, and Work Processes for Leadership, Strategy, and Communications Systems and Work Processes ● Understanding Outputs vs. Outcomes in Measuring and Reporting Results that Hold All Involved Accountable 	Finalize Pitch Deck with Key Results to Date	Category 4, Category 5, Category 6, Category 7
MON., AUG 19, 2024	Session 11B Online 9:00 – 10:00 am PT (1 hour)	Developing Your Website and Online Platforms <ul style="list-style-type: none"> ● Designing Your Online Front Lobby for Easy Access and Engagement ● Coordinating Your Digital Platforms 		
TUE., SEPT 3, 2024	Session 12A Online 11:00 am – 1:00 pm PT (2 hours)	Pursuing Progress on Your Journey <ul style="list-style-type: none"> ● Preparing Your CEG for the Assessment and Recognition Feedback Report and Determining a Process for Deciding Next Steps ● Celebrating Progress by Presenting Your Pitch Decks and Results to Date with Your Cohort 	Outline of Next Steps	COE Steps Toward High Performance