**Consensus Tip Sheet**

**Team’s Goal for Consensus**

Overall: write a feedback report detailing areas of strength and opportunities for performance improvement (OFIs) that will help your team’s designated applicant move to the next level of performance excellence.

During Consensus Review (CR): create a scorebook based on the Baldrige Excellence Framework, including the requirements of the Criteria for Performance Excellence, the Core Values and Concepts, and the Scoring Guidelines. This CR Scorebook, comprising comments and scores, represents the collective knowledge and analytical skills of a team of examiners using a systematic review process and is the basis for the feedback report.

**Your role:**

As ***lead*** for one or more items, draft an initial set of comments and score the item, **synthesize** feedback from the entire team to refine comments, and draft new Item Worksheets.

As a ***backup***, provide feedback multiple times to the whole scorebook.

As a ***team member***, participate in virtual and consensus call discussions on all items to build consensus on the comments and scoring that the applicant ultimately receives.

**Difference between analysis and synthesis:**

Analysis: Breaking a complex topic into smaller part to gain a better understanding of it

Synthesis: The process of integrating materials you have gathered and then creating your own information.

**What should you synthesize?**

* Strength and OFI observations
	+ Approach or methods (A); Deployment (D); Evaluation, improvement and cycles of learning (L); Alignment or integration with organizational needs (I)
	+ Validity or meaningful scale (L); Rate of Improvement or Sustainability (T); Appropriateness; benchmarks (C); Importance, harmonization, segmentation (I)
* Gaps
	+ When a key Criteria requirement is not addressed
	+ When something the applicant has identified as important is not addressed.

**Remember . . .**

* It is your job to select the *MOST* insightful 6 – 10 pieces of information . . . not necessarily those that have already been written as feedback-ready comments.
* Not all Criteria requirements are equally important to every applicant.