



September Newsletter - When NOT to React

President's September Message

Greetings, Colleagues!

I'd like to start off by personally inviting you to attend our webinar series which starts this month. We will be featuring the latest national Baldrige winners over the next several months. This is a fantastic opportunity to learn from top leaders in their industry at an amazing price. See below for registration.

Now let's talk about our theme for this month - when NOT to react! We have all learned this lesson the hard way. We see a sudden dip in our results and we panic. What happened? What went wrong? How do we change course? My best advice... wait! One dip is not cause for panic. Just as we need three points of data to determine a trend, we should wait for several points of data before we jump to changing course. One data point, in either direction, does not tell the full story. We won't know WHY our results have suddenly shifted until we see a true trend.

So, what should we do? Gather more data! In education if we see ACT scores take a sudden dip, then we need to look at other indicators. Has there been a significant change in GPA scores? We look at demographics. Are all student groups (White, Black, Hispanic, Asian...) going down or is one group skewing the aggregate number? Has there been a change to the assessment? Has there been a change to the standards? Bottom line, do your homework before you jump to a conclusion and react prematurely.

Eric Neill gives us more in his pro tip below. Be sure to check it out.

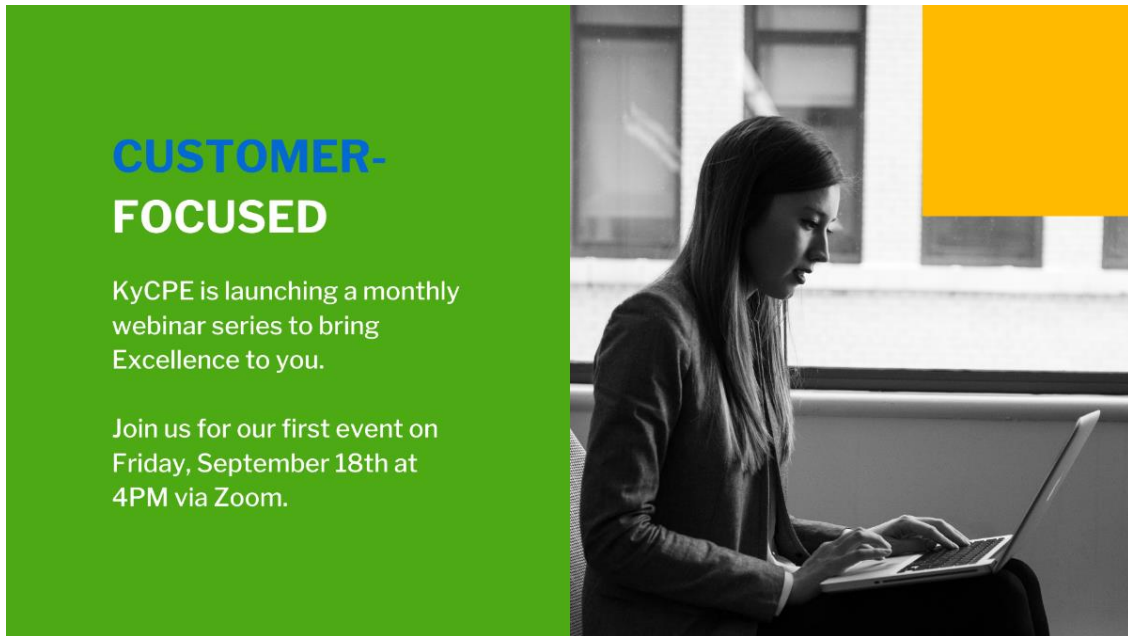
I hope to see you on our webinar. Until then, be well and be kind.

Karen

Mark your calendar!

September 15 - Examiner recruiting period begins

September 18 - KyCPE webinar series begins



KyCPE Webinar Series to Begin September 18

Baldrige promotes flexibility and growth. KyCPE is honoring this need by bringing our annual event to you! Join us in our new, *monthly*, webinar series where you can hear for yourself how the Baldrige Framework has made an impact on our community.

Our first event will be held on Friday, September 18th at 4PM via Zoom. Register today to listen to Dr. Cindy Peterka and Geoffrey Colbert of Howard Community College (HCC) on how working through Category 3 – Customer & Market Focus has led their campus and students towards prosperity.

Highlights include:

- With a mission of providing pathways to success, HCC has consistently outperformed its local and national comparators for attainment of associate degrees and certificates by more than 200%.

- HCC tripled its graduation rates for Black/African American and Hispanic/Latino first-time-to-college students within two years of entry.
- The graduate placement rate for health sciences students is 100% for seven out of eight of HCC's health sciences programs.
- HCC's full-time-equivalent enrollment growth, which impacts state funding of the college, is the best in the state over the last 10 years.

[Register on KyCPE's Website](#)



Calling all examiners!

Are you a lifelong learner? Are you interested in continuous improvement? If so, you should explore the possibility of becoming an examiner with KyCPE. As an examiner, you will learn how to assess effective approaches to excellence in the seven Baldrige categories (leadership; strategy; customers; measurement,

analysis & knowledge management; workforce; operations and results). You will work with a team to examine an application using the Baldrige Excellence Framework. Often, examiners decide to begin their organization's excellence journey after participating, while others deepen their knowledge by exploring the framework through different lenses. Applications and other examiner resources are posted on KyCPE's website.

[Examiner Application & Resources](#)

HQ Updates

Communities of Excellence 2026 is an amazing way to use the National Performance Excellence Framework to advance the missions of entire communities. Eighteen communities across the country are applying and advancing unified missions through this opportunity.

Follow this [link](#) to learn how you (and/or your community) can engage.

To add to the interest, this year's KyCPE senior examiners will provide objective feedback for a new community on their excellence journey.

Pro Tip - When NOT to React

by Eric-Stephan Neill

Unfortunately, this is a topic I have a lot of experience with. I reacted to data too quickly or too slowly for many years when presented with business

opportunities and problems. Finding the right balance is hard to do.

My breakthrough came when I began to understand the concept of “True North.” Much has been written about this from lean books to other management treatises. Once you understand “True North,” or what is the right approach for all stakeholders, or what is best for your employees or customers, the idea of when to react is more clearly revealed.

We should never react in the heat of the moment. We should not react under great stress without referring to our true north or our organization’s principles, mission, vision or values. We should never react in anger, as this clouds our thinking. We all suffer from inherent biases, but we should never react from a bias that has not been understood and compensated for. Finally, we should never react without weighing the risks and rewards of the reaction options – informed reactions are more likely to be appropriate in approach, measure and impact.

KyCPE Service Opportunity

KyCPE is actively recruiting committee members. We invite your inquiry into participating in any committees that interest you. If you are interested in a committee appointment, please contact the chair of the Human Resource Development Committee, Bob Gardner at Gardner0711@outlook.com or 859-806-9501.

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