



**Summer 2011**

**Contact Us**

APQC Education  
123 N. Post Oak Ln  
713-685-4686  
[nlincecum@apqc.org](mailto:nlincecum@apqc.org)

**Connect with us!**

Do you have access to standards based videoconferencing? If so, please contact [Sarah Altemus](#)

Hello!

Dr. Jack Grayson, Crocodile Hunter! We are delighted to announce that we have an exciting new partnership with Independent Schools Victoria in Melbourne to create the Australian Southern Cross Community of Practice within the APQC Education North Star Project! This dynamic partnership will help us translate all of the North Star work into Australia and Southeast Asia and create a global conversation thread for educators in our North Star Project.



We have a compact but powerful newsletter for you below so I hope you read on for more information. I'd especially like to call your attention to the Open Course that we will run at our Center in November. This is an easy, low-cost way for you to join the North Star Community now and start to reap the benefits of APQC Education Process and Performance Management in your district immediately.

Oh, and the first non-Aussie who [emails me](#) with a cogent explanation of why we named the Australia project "Southern Cross" wins an autographed copy of APQC's latest book, [The New Edge in Knowledge](#).

Kindest Regards,  
Fred A. Bentsen  
Executive Director, Sales  
APQC Education  
[fbentsen@apqc.org](mailto:fbentsen@apqc.org)

## A great opportunity to join the North Star Community

### APQC Education North Star Open Course November 1 - 4, 2011 APQC Offices, Houston, TX

Significantly drive efficiency and effectiveness gains in your district by joining the APQC North Star Community this November! You can do this by participating in an "open course" at our Center in Houston, Texas November 1st thru 4th. In our traditional delivery mode, school districts join our Community by having us come on-site to deliver ground-breaking Process and Performance Management Professional Development to 4-5 project action teams.

An open-course is unique in that we offer the professional development at our Center and you send 1 or 2 project teams to us. This is a perfect solution for districts who cannot afford to train 4-5 teams at once or for districts that have already trained a cohort of teams but are looking for 1 or 2 more teams to learn Process and Performance Methodology. All teams will receive the same benefits as those who engage with us in our traditional model: ongoing coaching and mentoring, access to the APQC Education Knowledge Base, participation in North Star Community webinars, and, of course, GUARANTEED SUCCESS if you focus on projects that are designed to save your district money.

For more information please contact [Fred Bentsen](#).

[Click here to register.](#)

## Professional Development Content

APQC Education extends its virtual programs - Check out these professional development offerings, now available through [CILC.org](http://CILC.org)! Click on the program titles for more information and to request the training.

### **Process Performance Management Overview**

Looking for ways to make your organization more strategic? Join this session on process performance management to explore better efficiency and stronger strategic growth through the improvement and redesign of your processes.

### **Mapping the Process Classification Framework**

Are you struggling with how to get started mapping and documenting your processes? Join APQC in this workshop to ease those struggles and uncover the power of the Process classification Framework (PCF) and discover savings and gains!

### **Project Selection**

What makes a good Process Improvement or Process Redesign project, and just HOW do you ensure maximum return for investment of time and financial resources? Join Carolyn Talasek and explore the answers to these questions.

### **Root Cause Analysis to Drive Student Achievement at the Campus Level**

We hear the Buzzwords, but do we make them work? Data-driven decision making is one of those buzzwords. Join APQC in this 60 minute session to help your campus-level leaders truly determine root causes.

## **Union Management Collaboration in K-12**

At the recent *Advancing Student Achievement through Labor Management Collaboration* conference in Denver, Randi Weingarten, President of the American Federation of Teachers, commented:

"I've never seen a school in this country or in the world that, over the long-term, actually works or sustains itself without a (union management) teamwork collaborative partnership. If we really care about helping kids we need to work together."

At the same venue, Arnie Duncan, Secretary of Education, acknowledged that many of the nation's districts are trapped in adversarial collective bargaining dynamics that pit teachers against management, while losing sight of the goal of actually doing what is best for students.

Tough issues such as seniority, teacher evaluation, assignments and reduction in force can only result in "win-win" solutions if there is an honest and collaborative working relationship between teachers' unions and teachers.

APQC will address these issues and more in our next Advanced Working Group "Best Practices in Labor Management Cooperation in K-12."

APQC is currently seeking resources for this upcoming study including study sponsors, best practice partners and subject matter experts.

Please contact Diane Kline at [dkline@apqc.org](mailto:dkline@apqc.org) for further information.



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