



CONFERENCE WORKSHOPS

“At a Glance”

More than 40 workshops are being offered during eight session times covering a range of high performance leadership topics. Each 90 minute session is presented by experts in their respective areas and include “applied learning” best practices with a tangible “Takeaway” provided which to help you hardwire the workshop session learning. These experts come from a variety of backgrounds and industries.

As part of the Sterling Conference, we offer three certification tracks: Leadership, Managing for Excellence, and Advanced Managing for Excellence*. All attendees are invited to participate in any of the certification track workshop offerings. Attendees who complete all workshops of a certification track will receive a Sterling Certificate of Completion.

Also, this year we will be offering ‘Health Care Credits’ for selected sessions for health professionals so you can earn credits for some of these incredible workshop sessions.

4 Step Process to Start Your Performance Excellence Program

Tim Dorsey, Co-Founder/Principal
The Dorsey Group

- Learn to start and sustain any performance excellence program.
- Identify improvement opportunities and then prioritize projects to generate results.
- Select the tools and KPI's to maximize and sustain your performance excellence efforts.
- Engage 100% of your employees in your performance excellence journey.

Takeaway: Multi-Function Process Map, Performance Scorecard, Cross Training Matrix, Priority Selection Matrix, Employee Engagement techniques

“Acing” Business Operations (Managing for Excellence Track)

Michelle Weaver, Sterling Master Examiner
General Services Bureau Chief, Southwest Florida Water Management District

- Learn how to focus on design of operations to meet customer and organizational needs.
- Understand how organizational learning leads operational improvements.
- Learn how to consider risk tolerance in the operating environment.

Takeaway: Process Design Tool

Building and Assessing Your Team

Phil Centonze, President
POS-IMPACT, LLC

- Understand the ten characteristics of successful teams
- Learn how to determine behavioral types & their effects on team work
- Learn how to assess the stages of team evolution & effective leadership styles

Takeaway: Behavioral Type Assessment and PERFORM Team Assessment

Business Analytics Roadmap

Sampson Gholston, Ph.D., Sterling Master Examiner
Professor and Chair of the Industrial and Systems Engineering and Engineering Management Department
University of Alabama, Huntsville

- Explain how the Criteria addresses business analytics
- Identify how leaders can use this information to develop robust business analytic approaches
- Present some evidence of role model business analytic approaches

Takeaway: A guide (tool) to evaluate your business analytic process

Creating a Compelling Reason for Change: *Defining Gaps, Problems and Causes*

Bob Seemer, Chief Operating Officer

ets, Inc.

- Discuss the value of a systematic approach for developing and implementing solutions
- Review helpful hints to improve your effectiveness – and “speed to solutions”
- Recognize how to quantify a project’s ultimate value to the stakeholders
- Analyze how to maximize project throughput

Takeaway: TBD

Creating a Meaningful Strategic Plan With, or Without, Buzz Words (Managing for Excellence Track)

Bob Goehrig, Sterling Master Examiner

Budget Director, Pasco County Government

- Understand why strategic plans work, and the steps to for a successful planning process.
- Discuss alternatives for assessing your current situation.
- Learn how to put your plan into action.

Takeaway: The 10 Pitfalls to Avoid to Ensure Your Strategic Plan Stays on the Front Burner

Culture Drives Behavior – Behavior Drives Culture (Advanced Managing for Excellence Track)

Norma Krech, Sterling Master Examiner

Chief Advisory Officer, Sterling International

- Understand the role of the Sterling Core Values in a performance excellence culture.
- Discuss the alignment of the Core Values to the Sterling Framework for Performance Excellence.
- Understand the true value of the Performance Excellence journey.

Takeaway: Core Values to Sterling Criteria Matrix

Customer Engagement Does Not Happen by Accident – Make Customer Service Excellence a Part of Your Strategy (Managing for Excellence Track)

Debbie Vass, RN, Sterling Master Examiner

Corporate Vice President, Sunstar Paramedics

- Learn how to put the key elements for achieving customer service into action in your organization.
- Learn how customer expectations and requirements are infused into your daily operations.
- Understand how to use customer requirements and complaints to drive innovation.

Takeaway: Customer Experience Strategy Template

Data Driven Decision Making - A Systematic Way to Organize, Manage and, Utilize Data to Make Better Decisions

Jon Costabile, Chief Deputy

Alisha Curtis, Director of Strategic Operations

James Thompson, Executive Director of Technology

Alachua County Tax Collector’s Office

- Understand the key components of an Organizational Management System
- Highlight the importance of the Performance Management System
- Learn how to use Data to Drive Decisions

Takeaway: Performance Management System Flowchart, Organizational Management System Diagram, and Organizational Balanced Scorecard Example

Data, Information, Analytics, Reviews, and Organizational Knowledge: The “Full House” of Performance Excellence (Managing for Excellence Track)

Sampson Gholston, Ph.D., Sterling Master Examiner

Professor and Chair of the Industrial and Systems Engineering and Engineering Management Department University of Alabama, Huntsville

- Understand the importance of measures and performance reviews.
- Learn how data analytics enable organizational performance, and methods to implement and improve data analytics.

- Learn how high performing organizations apply information and knowledge management to improve performance.

Takeaway: Guide to Develop and Implement a Data Analytics Process

Developing and Implementing Sustainable Solutions – DMAIC Overview

Bob Seemer, Chief Operating Officer
ets, Inc.

- Understand the objective of each DMAIC step
- Learn how the “checkpoints” ensure the objectives are achieved
- Understand the charts, graphs and forms used for specific purposes within each DMAIC step.
- Learn the “Helpful Hints”

Takeaway: TBD

Emotional Intelligence: The Differentiating Factor in Leadership and Performance Effectiveness (Leadership Track)

April Frank, President
Innovative Edge, Inc.

- Understand what Emotional Intelligence and Social Intelligence is and is not
- Discuss five core EI competencies and their importance for leadership effectiveness
- Understand the role of EI in resilience and navigating, leading, and managing change
- Review findings from neuroscience on emotions and their impact on perception, brain function, focus and behavior, and the implications for sustaining interpersonal and leadership effectiveness.

Takeaway: Two or three reminder/reference tools that support development of the foundational EI competency of Self-awareness

Employee Coaching and Conversations: Learn phrases and CLEAR Coaching questions to get employees improving.

Karen Aubry, HR Manager of Performance Management
The School District of Palm Beach County

- Understand the 4 types of coaching (measured by discussion/poll).
- Understand the process and mindset of having a successful coaching conversation (measured by class discussion/poll).
- Demonstrate CLEAR Coaching model strategies (measured by in class demonstration).

Takeaway: CLEAR Coaching Guide for a successful one-on-one coaching conversation

Ethical leadership: The Key Behavior to Elevating Performance Excellence

Jason Lesandrini, Assistant Vice President, Ethics, ACP, and Spiritual Health
Wellstar Health System

- Identify the key components to Ethical Leadership
- Distinguish between Ethics, Compliance, and Legal
- Practice Ethical Leadership Behaviors to improve culture

Takeaway: How to stay focused on developing on ethical culture and ethical leadership

Grassroots Leadership: Your Ace in the Hole for Developing Leaders at All Levels

Heather Leon, Senior HR Manager: Training, Development, and Quality
Pinellas County Tax Collector’s Office

- Understand how to stack your workforce deck for success by empowering employees at all levels to build their leadership skills to prepare for the future
- Discover methods for assessing leadership development strengths and weakness
- Learn ways to develop processes and programs that are above board and simultaneously benefit your workforce and move your organization forward

Takeaway: Participants will receive an assessment tool to determine how their organization stacks up in offering development for employees throughout the organization. In class, they will determine a starting point for building grassroots leadership opportunities and workshop ways to have the crucial conversations to get the ball rolling when they get back to their organizations.

Great Leaders Cultivate a Culture of Sustained Success (Managing for Excellence Track)

Nichole Solomon, Sterling Master Examiner

Program Manager, Florida Department of Children & Families

- Define leadership as a system.
- Discover methods for building the Leadership System.
- Discuss how senior leaders build a culture of sustained organizational success.

Takeaway: Navigating Organizational Culture Template

In God We Trust. All Others Must Bring Data

Loretta Townsley, Director of Quality Programs

NextEra Energy, Inc.

- Understand the different types of data
- Create a good data collection plan
- Clean and audit the data
- Apply simple Measurement Systems Analysis techniques to ensure data is repeatable, reproducible and right

Takeaway: Data Collection Plan Template

Innovate! Empower your Employees to Create Business Solutions

Nick Curran, Senior Financial Analyst/ALM

Brittney LaClair, Project Coordinator

USF Federal Credit Union

- Learn about low-code/no-code tools and Citizen Development
- Expand your tool-kit to address business opportunities (Case Study)
- Understand the impact of putting these tools in the hands of your skilled team members

Takeaway: Citizen Development - Innovative tools in the hands of those closest to the process

The Journey Toward Performance Excellence – Embarking (Challenge, GSA, & Sustained Excellence levels)

Doug Serrano, Managing Partner

Quiet Excellence, LLC

- Understand what information to include when describing a systematic process.
- Identify the results to include in an application based on responses to the Organizational Profile and Process Category questions.
- Apply hints, information, and tips to application writing to respond to criteria questions in a clear, succinct, and integrated manner.

Takeaway: Help for the organization to make the leap from performance excellence being "what we do" to becoming "who we are."

The Journey Toward Performance Excellence – The Route Map (All levels)

Denise Haynes, Managing Partner

Quiet Excellence, LLC

- Describe the evidence sought by Examiners when reviewing responses to Criteria questions.
- Demonstrate understanding of key terms and concepts in the framework.
- Analyze the significance of responses to the profile questions defining your organizational environment.

Takeaway: Session is designed to facilitate writing (or refining) the organizational profile and building a Baldrige-based organization.

Measures That Matter

Cindy McClung, Chief Performance and Innovation Officer

Participants will be able to:

- Identify organizational work systems
- Identify key work processes
- Identify key performance indicators
- Draft SMART goals

Takeaway: Measures planning tool

Results: Understanding Your Organization's Performance for Effective Decision Making (Advanced Managing for Excellence Track)

Anthony Napolitano, Sterling Master Examiner
Principal IT Governance and Process Improvement, DTCC

- Understand what to measure for your work systems and processes.
- Learn about trends and comparisons, and how to use them to set goals.
- Understand segmentation, and how to use it to identify areas of high or under performance.

Takeaway: Baldrige Recipient Responses to the Results Category

Servant Leadership

Anthony Napolitano, Principal IT Governance and Process Improvement
DTCC

- Understand what it means to be a servant leader
- Understand the "Best Test of a Servant Leader" and how to apply it
- Understand the tools of the servant leader and how to adopt them into your leadership Style

Takeaway: Servant Leadership Reading List

Six Sigma: Understanding the Flow from the Fishbone Diagram, Cause and Effects (C&E), and the Failure Modes and Effects

Chris Norton, Quality Deployment Leader Manager
Dara Hatten, Quality Deployment Leader Manager

- Linking Root Cause Brainstorming to Customer Satisfaction and ultimately addressing Business Risk
- Constructing a fishbone diagram
- Aligning customer expectation in the C&E Matrix
- Assessing risk to the business with the FMEA

Takeaway: Solution Identification Roadmap

The Sterling Leadership Framework - WHAT'S New and WHY Should I Care? - A Conversation about the Sterling Criteria

Bob Madeiros, Chief Executive Officer
Nature Coast Quality Associates, LLC

- Learn about the history of the Sterling Leadership Model
- Explore the Sterling Criteria, including NEW CHANGES this year
- Discuss how you can use this in your OWN Organization

Takeaway: Attendees will be provided an Organizational Profile Template, as well as a Reference Sheet linking the Organizational Profile, and Process Categories to Applicable Leadership Series Videos

Successful Leaders Have a Method to Their Magic (Leadership Track)

John Vinyard, Founder and Chief Executive Officer
Genitect

- Understand the key elements required to create your organization's desired environment
- Learn how "MOAC" enables clear definition, alignment, deployment, and tracking of your strategic plan
- Learn how leadership is a system, not just a style

Takeaway: Leadership System Model

Taking the First Step: A Leader's Guide to Starting Your Sterling Journey (Leadership Track)

Roland Martinez, Deputy Director
Florida Department of Health in Broward County

- Utilize available tools and systems to assess your current organizational status
- Learn the importance of leadership/organizational culture alignment
- Learn how to document what is important to your organization
- Create a roadmap for your organization's performance excellence journey

Takeaway: An example of a Sterling role model organization's Sterling Journey and a template for to create your own organization's Sterling Roadmap

Values: Get 'em, Got 'em, Integrate 'em!

Christina Musial, Human Resources Manager

Brandon Thompson, Performance Excellence Manager

- See how one organization has integrated their values into the employee life-cycle, from recruiting to performance reviews
- Understand the impact of that integration
- Discuss how one can implement this into your organization

Takeaway: Values-based Hiring, Coaching, Recognition, and Performance Review methods and examples, Values based Interview Guide

Why Sterling: A Leader's Perspective from the Inside

Jeff Cooper, Principal

Health Care Program Advisor

- How to leverage the Sterling Criteria to drive improvement
- How to use the Sterling Criteria to provide focus in operations
- How the Sterling Criteria can enhance organizational communication

Takeaway: A practical approach to implementing the Sterling Criteria

Workforce Solutions: “Play Your Cards Right” to Get the Maximum Potential (Managing for Excellence Track)

Dawn Antinori and Cindy Brislin, Sterling Master Examiners

Hillsborough County Tax Collector’s Office

- Learn how to identify and understand workforce requirements.
- Learn how to manage workforce reaction to organizational change.
- Understand the alignment of workforce development and achievement of strategic objectives.

Takeaway: Golden Thread Worksheet

* To receive the Advanced Managing for Excellence Track Certificate, you will need to attend the six Managing for Excellence workshops as well as the two Advanced Managing for Excellence workshops.

***** This page is updated weekly *****

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ELEVATING PERFORMANCE EXCELLENCE