

## GENERAL CONFERENCE WORKSHOPS

Twenty-four 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 includes “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.

### Agility and Resilience – The Keys to Thriving and not just Surviving

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

- Understand what Business Agility and Resilience means
- Understand the Importance of Business Agility and Resilience including the similarities and differences
- Understand how to build Business Agility and Resilience into your strategy, workforce, and operations

**Takeaway: Resiliency Assessment Worksheet – a tool for brainstorming resiliency scenarios and their impacts to critical work systems**

### Artificial Intelligence: Harnessing its Power and Embracing its Challenges

Monique Akanbi, Sterling Master Examiner  
Field Services Director, SHRM

- Identify what is artificial intelligence and the various types
- Share strategies to embrace and leverage AI as to support people and business operations
- Share tools and resources on AI

**Takeaway: Access to an AI Playbook**

### Artificial Intelligence: Organizational Strategies and Applications

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

- Describe AI's current capabilities and its future implications for organizational performance
- Explain how to manage AI for Performance Excellence
- Describe technical aspects of AI and how staff can apply to improve performance.

**Takeaway: A process to manage successful AI projects**

### Battling Individual and Team Burnout

Nichole Solomon, Sterling Master Examiner  
Director of Contact Center Services, Florida Department of Children & Families

- Describe the key stages of burnout
- Discuss the signs of individual and team burnout
- Describe coping strategies to combat individual and organization burnout

**Takeaway: Burnout questionnaire template**

### Building and Assessing Your Team

Phil Centonze, President  
Nicholas Centonze, Coordinator of IT Services  
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**

## Choosing Measures that Drive Performance

Cindy McClung, Chief Performance & Innovation Officer

Lee County Tax Collector

Participants will be able to:

- Identify Key Work Processes
- Identify Key Performance Indicators
- Draft SMART goals with meaningful targets

**Takeaway: Measures planning tool and example dashboards**

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

Jon Costabile, Chief Deputy

James Thompson, Executive Director of Technology

Alisha Curtis, Director of Strategic Operations

Alachua County Tax Collector's Office *2022 Governor' Sterling Award Recipient*

- Understand the components of a Performance Management System
- Track and Organize Data using a Business Intelligence Tool
- Utilize Data to Drive Decision Making

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

## Effective Mental Wellness Practices for the Workforce

Catherine Givens, Deputy City Manager

City of Coral Springs

- Learn how to assess workforce in need of mental wellness support
- Understand the Behavioral Health Access Program (BHAP) components and purpose of each
- Obtain the skills to have meaningful conversations and the tools to intervene when needed

**Takeaway: Behavioral Health Access Program outline with base components**

## Elevating Your Strategy: Advanced Insights into a Seven-Phase Strategic Planning Process

Dr. Raina Knox, President, and Chief Executive Officer

Stratex Solutions

- Master advanced concepts of a 7 phase Baldrige based strategic planning process
- Enhance Organizational Decision-Making and Problem Solving Skills through Customer and Stakeholder Feedback Integration into the strategic planning process
- Drive Successful Implementation and Sustainable Growth

**Takeaway: Advanced Strategic Planning Process Guidebook: This guidebook will provide process flows and templates for practical ways of implementing advanced concepts in the 7 phase process.**

## Engagement & Retention: Igniting Your Best People's Desire to Stay (and Stay Engaged)

Heather Leon, Senior HR Manager: Training and Development

Pinellas County Tax Collector's Office *2013 and 2020 Governor's Sterling Award Recipient*

- Explore the five factors of engagement
- Determine the existing factors in your organization that promote or detract from your engagement and retention goals
- Create a plan to increase engagement and retention for your best employees

**Takeaway: Assessment tool for determining the factors for and against retention in their organization, and will create an action plan for improving engagement and retention upon returning to office after the conference.**

## Getting Work Accomplished Through Others: Key Leadership Skills

Tim Dorsey, Co-Founder/Principal

The Dorsey Group

- Translate Organizational Goals into Actionable Indicators.
- Prioritize: Activity is not Productivity
- Communicate Clearly and Often - Infrastructure and Cadence

**Takeaway: Model to develop effective and stronger leaders**

## 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
- Apply simple Measurement Systems Analysis techniques to ensure data is repeatable, reproducible and right

**Takeaway: Data Collection Plan Template**

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

Denise Haynes, Managing Partner  
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  
Doug Serrano, 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.**

## The Leadership Ripple Effect

Eduardo Safille, Senior Vice President Human Resources  
Thermal Concepts

- Understanding the role a manager/leader plays in creating an environment that can drive workforce engagement
- Explore how that environment results in a success (or failure) to engage and to motivate staff
- Draw connections to practical applications in legal and administrative / quasi-legal situations

**Takeaway: Review leadership styles (as defined by Richard Boyatzis et al.), impact on work environment, and application to real-life scenarios**

## Mental Toughness

Mark Thompson, Senior Partner  
Decision Processes International

- Understanding Mental Toughness
- How people can live a life of "unrestricted existence."
- How your team can perform at a world class level by being mentally tough

**Takeaway: Self Evaluation of your Level of Consciousness**

## Navigating Excellence: A Comprehensive Exploration of Operations in the Performance Excellence Office

Jessica Lindsey, System Director Performance  
Lee Health

- Learn how Lee Health plans to address the 5 major shifts shaping healthcare through the Strategy and Innovation Division
- Discover how the Performance Excellence Office enables integration from the Senior Leadership team to the front line to achieve and sustain desired results
- Share the function, structure, and approach of the Performance Excellence Office (PXO)

**Takeaway: Guide to key operational processes of Performance Excellence Office**

## "Systemness" of applying total system approach of HRO to Performance Excellence

Dr. Susan V. White, Chief, Quality Management, Retired  
Orlando VA Medical Center

- Describe how the concepts of HRO align and support the Performance Excellence Framework in high risk settings
- Apply various (at least 3) interventions from HRO that enhance the performance excellence framework implementation
- Describe how total system approach to quality, safety, and risk align and strengthen performance excellence results

**Takeaway: A one page tool for assessing HRO pillars with ADLI**

## Transforming Productivity: Mastering Atomic Habits for Workplace Excellence

Dr. Raina Knox, President, and Chief Executive Officer  
Erin McCoy, Director of Professional Services  
Stratex Solutions

- Understand the concept of Atomic Habits and their impact on workplace productivity
- Leverage hands on tools and resources for habit formation, such as habit trackers and reward systems
- Create effective atomic habits using step-by-step guide

**Takeaway: Atomic Habits Workbook with specific exercises to embed Atomic Habits into organizational and personal work practices**

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

Christina Musial, Director of Human Resources  
Brittney LaClair, Performance Excellence Manager  
USF Federal Credit Union 2020 *Governor's Sterling Award Recipient*

- See how one organization has integrated their values into the employee life-cycle, from recruiting to performance reviews
- Understand the impact of values integration on organizational culture
- Discuss how this can be implemented in your organization.

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

## What is STERLING and WHY Should I Care?

Bob Madeiros, Sterling Master Examiner  
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: Organizational Profile Template, as well as a Reference Sheet linking the Organizational Profile, and Process Categories to Applicable Leadership Series Videos**

## The Why, When & How to Conduct a Kaizen

Linda Linnus, MA/LSSBB, Quality Deployment Project Lead  
Doreen Ayafor, MBA, Quality Deployment Project Lead  
NextEra Energy/FPL

- Learn the Criteria for selecting a Kaizen Project over other LSS methodologies
- Understand parallels between Kaizen and DMAIC projects
- Determine which lean tools to use for Kaizen projects

**Takeaway: An Efficient Timeline of Activities to Conduct a Successful Kaizen**

**\*\*\* Final \*\*\***

April 24, 2024