

SESSIONS AT A GLANCE

| <i>WORKSHOP/EVENT</i> | <i>PRESENTER</i> | Leadership | Strategic Planning | Customer Focus | Measurement, Analysis, & Knowledge Management | Workforce Focus | Operations Focus | Results | Sterling Process | Track |
|---|---|------------|--------------------|----------------|---|-----------------|------------------|---------|------------------|-------|
| Tuesday, May 29, 2012 | | | | | | | | | | |
| Conference Preview Session -- 3:00 - 4:30 p.m./7:00 – 8:30 p.m. | Daniel Vicker | | | | | | | | ✓ | G |
| Tuesday, May 29, 2012 8:00 a.m. – 5:00 p.m. Pre-Conference Workshops | | | | | | | | | | |
| 2013 Sterling Criteria: The Performance Excellence Framework for Sustainability | Florida Sterling Council | | | | | | | | ✓ | PC |
| Getting Higher Level Results from Training Through Accelerated Learning Curriculum Design and Implementation | Sunshine Healthcare Network, Department of Veterans Affairs | | | | | ✓ | | | | PC |
| Value Stream Mapping for Transactional Processes | Pos-Impact, LLC | | | | | | ✓ | | | PC |
| Tuesday, May 29, 2012 8:00 a.m. – 5:00 p.m. | | | | | | | | | | |
| Florida's 2 nd Annual Healthcare Symposium | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| Florida's 3 rd Annual Education Summit | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| Wednesday, May 30, 2012 9:50 a.m. – 11:20 a.m. Concurrent Sessions | | | | | | | | | | |
| Workforce Engagement: Practices that Work | Goodrich Corporation – Engineered Polymer Products | | | | | ✓ | | | | B |
| Value Add: Teacher Evaluation and Development | University of Wisconsin | | | | | ✓ | | | | E |
| A GREAT Workforce: “Sustainable Engagement Beyond the Honeymoon” | Premier Healthcare Alliance | | | | | ✓ | | | | H |
| Leadership: Passing the Torch! Tools for Succession Planning | Trainnovations | ✓ | | | | | | | | CI |
| A Roadmap to Achieving Strategic Goals (Even When Budgets & Resources Are Constrained) | ActiveStrategy | | ✓ | | | | | | | L |
| Successful Strategic Planning Development and Execution: A Step-By-Step Guide to Maximizing Performance Results | Baldrige Group | | ✓ | | | | | | | PM |
| Delivering Quality Results to the Citizens | Marion County Sheriff's Office | | | ✓ | | | | | | S |
| A Short Introduction to the 2013 Sterling Criteria | Florida Sterling Council | | | | | | | | ✓ | G |
| Wednesday, May 30, 2012 1:30 p.m. – 3:00 p.m. Concurrent Sessions | | | | | | | | | | |
| How to Optimize Your Lean and Six Sigma Program | Lockheed Martin Missiles and Fire Control | | | | | | ✓ | | | B |
| Making the Most of Teacher Evaluation | The Danielson Group | | | | | ✓ | | | | E |
| A Culture for Patient-Centered Care | Shands Jacksonville Medical Center | | | ✓ | | | | | | H |
| Crucial Conversation Skills: Key to Promoting Workplace Psychological Safety and Achieving Results | Sunshine Healthcare Network, Department of Veterans Affairs | | | | | ✓ | | | | CI |
| Leadership: Building A Culture of Excellence | West Kendall Baptist Hospital | ✓ | | | | | | | | L |
| Picking the Right Process Improvement Approach | The Depository Trust and Clearing Corporation | | | | | | ✓ | | | PM |
| Developing Future Leaders | Hillsborough County Tax Collector's Office | ✓ | | | | | | | | S |
| The Sterling Business Blueprint for Profit and Not-for-Profit Organizations | Florida Sterling Council | | | | | | | | ✓ | G |
| Thursday, May 31, 2012 9:20 a.m. – 10:50 a.m. Concurrent Sessions | | | | | | | | | | |
| Lean: The Quest to Eliminate Muda (waste) | NextEra Energy, Inc. | | | | | | ✓ | | | B |
| Leadership Development | Miami-Dade County Schools | ✓ | | | | | | | | E |
| Creating an Environment of Hospitality in a Large Healthcare Organization | Henry Ford Health System | | | ✓ | | | | | | H |
| Business Metrics: The Process of Developing a Scorecard | Competitive Solutions | | | | ✓ | | | | | CI |
| Scanning the SocialSphere – Engaging the Connected Consumer | Moore Consulting Group | | | ✓ | | | | | | L |
| Process Mapping Made Easy | Johnson Controls | | | | | | ✓ | | | PM |
| Strategic Planning 101...Who Knew It Could Be So Easy! | Manatee County Tax Collector's Office | | ✓ | | | | | | | S |
| Engaging Generation Y | K & N Management | | | | | ✓ | | | | G |

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|--|---|------------------------------------|--------------------|--------------------------|---|-----------------|------------------|---------|------------------|-------|
| Thursday, May 31, 2012 11:15 a.m. – 12:15 p.m. | | Networking Forums by Sector | | | | | | | | |
| Business/Not For Profit | City/County | Education | Healthcare | State/Federal Government | | | | | | |
| Thursday, May 31, 2012 2:00 p.m. – 3:30 p.m. | | Concurrent Sessions | | | | | | | | |
| Lean Six Sigma as an Approach to Performance Improvement | Nipro Diagnostics | | | | | | ✓ | | | B |
| Process Management and Improvement: The Neglected Component of Organizational Accountability Systems | Montgomery County Public Schools | | | | | | ✓ | | | E |
| The Code of the West: Ethics the Cowboy Way | VA Cooperative Studies Program Clinical Research Pharmacy Coordinating Center | ✓ | | | | | | | | H |
| Bring Out the Best in People at their Worst! | Traininnovations | | | | | ✓ | | | | CI |
| Data to Information to Knowledge to Action: The New Normal | Kentucky Department of Education | | | | ✓ | | | | | L |
| Process Excellence! Maximizing and Aligning Your Resource Investments | Sarasota Clerk of the Circuit Court and County Comptroller | | | | | | ✓ | | | PM |
| The Engagement Ring: Bringing Workforce and Customer Engagement Full Circle | St. Johns County Health Dept. | | | | | ✓ | | | | S |
| Mapping the Customer Experience | The Florida Sterling Council | | | ✓ | | | | | | G |
| Friday, June 1, 2012 8:00 a.m. – 9:30 a.m. | | Concurrent Sessions | | | | | | | | |
| Making Data-Driven Decisions | Pratt & Whitney Rocketdyne | | | | ✓ | | | | | B |
| 21 st Century Professional Development: A Three Ingredient PIE! | ASCD | | | | | ✓ | | | | E |
| Authentic Leadership: Knowing Yourself as a Leader | West Kendall Baptist Hospital | ✓ | | | | | | | | H |
| Shaping Culture and Improving Performance with Cross Functional Teams | Monterey Boats | | | | | ✓ | | | | CI |
| Answering CEO Challenges: Quality as an Answer | Mike Adams & Company LLC | ✓ | | | | | | | | L |
| Simple Application of Lean Principles | Citigroup & University of Phoenix | | | | | | ✓ | | | PM |
| PRIDE: Improving the Delivery of Excellence | Miami-Dade Park and Recreation | | | | | ✓ | | | | S |
| Using Data to Respond to Customer Needs and Expectations | City of Coral Springs | | | | ✓ | | | | | G |
| Friday, June 1, 2012 9:45 a.m. – 11:15 a.m. | | Concurrent Sessions | | | | | | | | |
| The Sterling Board of Examiners: Develop Yourself, Develop Leaders | Honeywell International | | | | | | | | ✓ | G |
| Emotional Intelligence: The Differentiating Competence in Leadership Performance Excellence | Innovative Edge, Inc. | | | | | ✓ | | | | G |
| What Makes Them Tick: Motivating Individuals, Not Just the Masses | SeaWorld Orlando | | | | | ✓ | | | | G |
| Changing the Culture of the U.S. Department of Commerce: The Challenges and New Approaches | U. S. Department of Commerce | ✓ | | | | | | | | G |
| Implementing the Sterling Criteria for Performance: A Step-By-Step Guide to Becoming a Role Model Organization | Baldrige Group | | | | | | | | ✓ | G |
| Identifying and Validating Leading Indicators for Learning Outcome “Success Measures” for Students | Florida Virtual School | | | | | | ✓ | | | E |
| The Foundations of Leadership in Baldrige Winning Organizations | Calhoun Consulting Partners | ✓ | | | | | | | | L |
| Creating A “Sterling Dashboard” to Determine and Track Your Organization’s Results | Dave Klater Consultants, Inc. | | | | ✓ | | | | | G |
| Friday, June 1, 2012 2:00 p.m. – 4:00 p.m. | | Bonus Session | | | | | | | | |
| Quit Taking it Personally – Prevent Hardening of the Attitudes! | Traininnovations | | | | | ✓ | | | | BS |