



Chairman's Message Summer 2008

We have just concluded one of our most successful Sterling conferences. The 2008 Sterling Conference was a success in helping attendees to maximize their competitive advantage through various keynote speeches and over 60 workshop sessions that provided tangible learning experiences for all participants. This accomplishment is due in large part to our conference committee, sponsors, exhibitors, presenters, keynoters, and many other volunteers who contributed to make this a stellar conference. Thank you to the hundreds of people who contributed to a wonderful learning and networking experience. The Governor's Sterling Award cycle resulted in five Governor's Sterling Award recipients that were honored by the Lt. Governor on Friday, May 30, 2008. Congratulations to the 2008 Governor's Sterling Award recipients: Hillsborough County Tax Collector; Marion County Sheriff's Office; Orange County Clerk of Courts; Shands HealthCare; and The Ritz Carlton, Sarasota.

This past year was an exciting one for Sterling, and we are equally excited as we begin the new 2009 cycle. Examiner recruitment is well underway, and at this early stage of recruitment, we are placing a major emphasis on examiner leadership development and retention and we have set a target to qualify 200 examiners as part of our 2009 examiner corps. The deadline for examiner applications is August 31, 2008. We challenge you to apply as an examiner or encourage someone that you know to make the commitment to performance excellence. It is a wonderful opportunity to expand your professional and leadership development as well as to join a network of dedicated professionals from across the state.

Over the summer, Sterling will be offering several regional training sessions across the state. We will be offering 12 training classes between August and September in Ft. Lauderdale, Miami, Orlando, Palm Beach, Tallahassee, and Tampa. Classes include Understanding the New 2009 Sterling Criteria, Beginning Process Improvement, and Writing a Sterling Application. In addition, the five 2008 Governor's Sterling Award Recipients will be featuring "Great Practice" Open House Events in October showcasing the reasons why they won the Governor's Sterling Award. We encourage you to continue your learning and quest for knowledge through both the upcoming training sessions and Showcase events. Hope to see you there.

In closing, I would personally like to acknowledge the hard work of the Sterling staff as they have worked to successfully complete our 16th year. Their dedication and entrepreneurial spirit has made the Sterling Council the envy of other state award processes. Thank you to Angie, Dione, Jennifer, Jim, Lauren, Pat, and Perry for their hard work and loyalty to the Sterling Council.

I look forward to working with many of you over this next year as we address the challenges of a growing and ever changing competitive environment in Florida.

Thank you!

John A. Pieno
Chairman
Florida Sterling Council

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THE *Competitive* ADVANTAGE