

FLORIDA STERLING

Serving Florida as the epicenter for business quality through assessment, training, and recognition for performance excellence and proven results.

FLORIDA STERLING CONFERENCE | MAY 30 - JUNE 2, 2017 JW MARRIOTT ORLANDO GRANDE LAKES



Wednesday, May 31, 2017

Karen Moore, Founder & Chief Executive Officer
Moore Communications Group



Building an Organization of Engaged Champions

- Learn how to build a winning team of engaged champions
- Transform your organization with key models for communication success
- Understand how to leverage opportunities to take your organization to the next level

WORKSHOPS • SPEED LEARNING • CERTIFICATION TRACKS

The Conference features 57 ninety minute, hands-on workshop sessions, 60 speed learning events, and 5 Certification tracks. This year we have expanded the number of workshop tracks with eight unique time slots to learn and take away direct application in many areas of performance excellence. Feedback from our workshop sessions has sustained high levels of satisfaction and exceeded 4.6 out of 5 for overall satisfaction for four consecutive years.

The **five certification tracks** are some of our most popular opportunities as part of the conference experience. These certification tracks are: **Leadership, Advanced Leadership, Management for Excellence, Yellow Belt Six Sigma, and Lean Project Leader**. Over the past two years, we have certified over 300 people as part of our conference.

Workshop Examples:

- Communication: Contact, Not Conflict
- Mapping the Customer Experience
- Emotional Intelligence
- Employee Engagement
- Measuring & Tracking Performance to Achieve Results
- Data Analytics: How to Use Big Data



Special Events: Tuesday, May 30, 2017

Baldrige/Sterling Criteria:
2017 Florida Education Summit:
2017 Florida Healthcare Symposium

Team Showcase • Story Boards • Exposition

Learn from high performing teams and storyboard presentations that showcase systematic improvement approaches. Visit our Exposition to learn from more than 40 vendors who will share their best practices and tools to help improve your business.

Friday, June 2, 2017

John Timmerman, Chief Scientist, Customer Experience & Innovation
Gallup

Customer Centricity: Behavior Economic Design of the Customer Experience

- Learn the latest scientific research in behavioral economics that influences customer decisions
- Identify key success factors for creating a customer-centric culture
- Understand hidden barriers in transforming the organizational culture



To register for any of these events, go to <http://floridasterling.com/conferences/eventregistration>