



**OPENING SESSION WEDNESDAY, MAY 30, 2018 8:00 - 9:20 AM  
MEDITERRANEAN BALLROOM**

**Keynote Address: Unlocking the Power of the Human Spirit**  
Major General John Harris, Jr., Assistant Adjutant General, Army  
Ohio National Guard

**Identify** the urgency for developing a nation of influential leaders  
**Understand** the model societal challenges for transformational leadership  
**Know** the keys for moving to transformational leadership

CONCURRENT SESSIONS	9:45 AM - 11:15 AM	CATEGORY	TRACK	ROOM
Focus on Action, Performance Leadership, and Setting Expectations	Charleston Area Medical Center	Leadership	Leadership	
Leadership Challenges in Managing Social Media	Moore	Leadership & Workforce	Advanced Leadership	
Leading the Way to a Sustainable Future	Central Florida Disaster Medical Coalition	Leadership	Managing for Excellence	
Process Management	ets, inc.	Operations	Six Sigma Yellow Belt	
Introduction to Lean Process Management	FloridaMakes	Operations	Lean Project Leader	
Managing Your Team's Performance	FBMC Management Corporation	Workforce & Leadership	Workforce Focus	
Understanding Your Customer Requirements	University of South Florida	Customer & Leadership	Customer Focus	
Introduction to the Sterling Criteria	Florida Sterling Council	Sterling Process	General	
<b>LUNCH</b>	<b>11:20 AM - 12:05 PM</b>	<b>COQUINA</b>		
<b>DESSERT/NETWORKING</b>	<b>12:05 PM - 12:50 PM</b>	<b>COQUINA</b>		
CONCURRENT SESSIONS	1:00 PM - 2:30 PM	CATEGORY	TRACK	ROOM
Maximizing ROI with Six Sigma	ets, inc.	Operations	General	
Expert Panel Discussion on Examiners as Leaders	Master Examiners	Sterling Process	General	
Clarifying Organizational Strategy with the Balanced Scorecard	Quality Coaching Company	Measurement, Analysis & Data Mgmt.	General	
Building a Culture of Excellence	The School District of Lee County	Leadership	General	
Transformation through Innovation	Stratex Solutions	Operations & Leadership	General	
Build Your Leadership Bench	Miami Dade Parks, Recreation, and Open Spaces	Leadership	General	
Why Leaders Eat Last at St.John'sHealth	Florida Department of Health in St. Johns County	Leadership	General	
Identifying, Analyzing, and Fostering High Performers in the Workplace	Orange County Public Schools	Workforce & Leadership	General	
CONCURRENT SESSIONS	2:45 PM - 4:25 PM	CATEGORY	TRACK	ROOM
Leading Multi-Generational Teams: What Planet Are You From?	Care Coordination Institute (CCI)	Leadership	Leadership	
Moving from Tactical to Strategic Thinking	Ohio National Guard	Leadership	Advanced Leadership	
Strategic Thinking for Transformational Change	Florida Sterling Council	Strategy	Managing for Excellence	
Process Flow Charts	ets, Inc.	Operations	Six Sigma Yellow Belt	
Fundamental Concepts & Essential Team Dynamics Session 1	FloridaMakes	Workforce & Operations	Lean Project Leader	
Building Employee Engagement and Recognition through Effective Leadership	Florida Department of Children & Families	Workforce & Leadership	Workforce Focus	
Leading an Engaged Service Culture	JW Marriott Orlando Grande Lakes	Customer	Customer Focus	
Taking your Organization to the Next Level	Florida Sterling Council	Sterling Processes	General	



**TEAM SHOWCASE THURSDAY May 31, 2018 3:20 - 5:30 PM  
MEDITERRANEAN BALLROOM**

The Florida Sterling Conference Team Showcase competition provides a public forum for teams to display the principles and techniques of solving problems, improving processes, reducing cycle time or costs, and contributing to the organization's achieving performance excellence.  
**2017 Team Showcase Champion: Fever Team, University of Miami, Sylvester Cancer Center**

CONCURRENT SESSIONS		8:00 AM - 9:30 AM	CATEGORY	TRACK	ROOM
Creating a Successful Organization: Key Opportunites for Leaders	Loxahatchee River Environmental Control District	Leadership	Leadership		
Leadership and Organizational Accountability	Advocate Good Samaritan Hospital	Leadership	Advanced Leadership		
The Times They Are A-Changing: It's a New World in Listening and Learning	Pasco County Board of County Commissioners	Data/ Knowledge Management	Managing for Excellence		
Lean Overview and Key Points	ets, Inc.	Operations	Six Sigma Yellow Belt		
Fundamental Concepts and Essential Team Dynamics	FloridaMakes	Workforce & Operations	Lean Project Leader		
Succession Planning	City of Tallahassee, Underground Utilities	Workforce & Leadership	Workforce Focus		
Customer Satisfaction & Disastifaction	FP&L	Customer	Customer Focus		
Results Driven Communication Process	Georgia Pacific	Leadership	General		
<b>BREAK</b>		<b>9:30 AM - 9:50 AM</b>	<b>COQUINA</b>		
CONCURRENT SESSIONS		9:50 AM - 11:20 AM	CATEGORY	TRACK	ROOM
Improving Organizational Performance with Sterling and Lean Six Sigma	ets, inc.	Operations	General		
Measuring & Tracking Performance to Drive Real Results	Miami Dade Parks, Recreation, and Open Spaces	Strategy & Leadership	General		
Contact not Conflict	Hands on Leadership	Workforce & Leadership	General		
Leadership Soft Skills: How they Impact ROI	Florida Sterling Council & Florida Dept. of Children and Families	Leadership	General		
The Future of Work: How Digital Transformation is Changing Work	App Innovators	Data & Information	General		
Graphically Presenting your Data for Maximum Impact	Nature Coast Quality Associates, LLC	Data & Information	General		
Strategy on a Page (SOAP)	FP&L	Strategy	General		
Managing Complex Work to Maximize Outcomes	Hudson Strategic Group	Operations	General		
<b>SPEED LEARNING NETWORKING LUNCHEON</b>	<b>11:35 AM - 12:20 PM 12:20 PM - 12:55 PM</b>	<b>Mediterranean Ballroom Coquina</b>			
CONCURRENT SESSIONS		1:40 PM - 3:10 PM	CATEGORY	TRACK	ROOM
Leveraging Innovation for Breakthrough Improvement	Trustbridge	Leadership & Operations	Leadership		
Managing your Human Capital thru Employee Incentives and Motivation	Tony Moore Speaks	Leadership & Workforce	Advanced Leadership		
From Data to Information to Wisdom: Using Performance Review to Improve Organizational Knowledge	Florida Department of Children and Families, Suncoast Region	Customer	Managing for Excellence		
Key Analytical Tools	ets, Inc.	Operations	Six Sigma Yellow Belt		
Process Assessment Using the Value Stream Map	FloridaMakes	Operations	Lean Project Leader		
Leading Multigenerational Teams	Florida Department of Children and Families	Workforce	Workforce Focus		
Map your Customer Experience to Deliver Better Service	Florida Sterling Council	Customer	Customer Focus		
Establishing a High Performance Culture based on Your Values	Florida Department of Health in Bay County	Leadership	General		



**KEYNOTE FRIDAY, JUNE 1, 2018 11:25 AM - 12:25 PM  
MEDITERRANEAN BALLROOM**

**Mission-Driven, Values-Based Leadership**

**Mike Carroll, Secretary**

**Florida Department of Children and Families**

**Hardwire** your values into the workforce and work systems

**Empower** and involve your workforce and stakeholders into key decision-making

**Create** a roadmap for success using proven values-based decision making techniques

<b>CONCURRENT SESSIONS</b>				
	<b>8:00 AM - 9:30 AM</b>	<b>CATEGORY</b>	<b>TRACK</b>	<b>ROOM</b>
Communication for Effective Leadership	DTCC (retired)	Leadership	Leadership	
Workforce Engagement: Develop, Recognize, and Enable Your Employees to Shine Stronger	Hillsborough County Tax Collector's Office	Workforce	Managing for Excellence	
Cycle Time	ets, Inc.	Operations	Six Sigma Yellow Belt	
Introduction to the Kaizen Problem-Solving Structure and Tools Part 1	FloridaMakes	Operations	Lean Project Leader	
Buidling a Business Case for Reducing Turnover through Leadership & Recognition	Colene Rogers & Associates, LLC	Workforce & Leadership	Workforce Focus	
Customer Service: Strategies From the Best from the Front Line to the Board Room	Pinellas County Schools, Retired	Customer	Customer Focus	
Create a High Performing Team Through Culture and Engagement	The Drago Group	Workforce	General	
<b>BREAK</b>				
	<b>9:30 AM - 9:45 AM</b>	<b>COQUINA</b>		
<b>CONCURRENT SESSIONS</b>				
	<b>9:45 AM - 11:15 AM</b>	<b>CATEGORY</b>	<b>TRACK</b>	<b>ROOM</b>
Change Management and Leadership Alignment	Goolsby and Associates	Leadership/ Strategy	Leadership	
Operations: Streamline Work Process and Innovate	Citigroup, University of Phoenix	Operations	Managing for Excellence	
Process Improvement Using DMAIC	ets, inc.	Operations	Six Sigma Yellow Belt	
Implementation of Kaizen Part 2	FloridaMakes	Operations	Lean Project Leader	
Creating Your Organization's Training & Development System		Workforce	Workforce Focus	
Leveraging Digital Supply Chain for Business Process and Customer Satisfaction Improvements	Beaver Street Fisheries	Customer	Customer Focus	
Emotional Intelligence: The Differentiating Factor in Leadership Effectiveness	Innovation Edge, Inc.	Leadership	General	
<b>BREAK</b>				
<b>Closing Keynote</b>	<b>11:25 AM - 12:25 PM</b>	<b>Mediterranean Ballroom</b>		
<b>Lunch on Your Own</b>	<b>12:25 PM - 2:00 PM</b>			
<b>Bonus Session</b>				
	<b>2:00 PM - 4:00 PM</b>	<b>CATEGORY</b>	<b>TRACK</b>	<b>ROOM</b>
<b>Team Insights Workshop</b> - Learn more about your personality type and how to strengthen team relationships Interactive and fun workshop - includes	NextEra Energy	Workforce & Operations	General	
<b>Banquet Will Call</b>				
Governor's Reception	5:00 PM - 6:00 PM	<b>Mediterranean Registration</b> <b>Mediterranean Ballroom Lobby</b> <b>Mediterranean Ballroom</b> <b>Mediterranean 6-7</b>		
<b>26th Annual Governor's Sterling Award Banquet</b>	5:30 PM - 6:30 PM			
After Banquet Celebration	6:30 PM - 9:40 PM			
	9:40 PM - Until...			