



FLORIDA STERLING 26th Annual Conference

The Epicenter of Excellence

May 29 - June 1, 2018



Wednesday, May 30, 2018

Major General John Harris, Jr., Assistant Adjutant General, Army
Ohio National Guard

Unlocking the Power of the Human Spirit

- Identifying the urgency for developing a nation of influential leaders
- Understand the modern societal challenges for transformational leadership
- Know the keys for moving to transformational leadership

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
- Communication for Effective Leadership



Special Events: Tuesday, May 29, 2018

Baldrige/Sterling Criteria:
2018 Strategic Planning Summit
2018 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 1, 2018

Mike Carrol, Secretary
Florida Department of Children and Families

Strategic Thinking for Transformational Change

- Understand how strategic planning addresses the potential need for transformational change and prioritization of change initiatives
- 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>