



FLORIDA STERLING Performance Improvement Summit

Best Practices. Professional Development. Discover Excellence.



Tallahassee Community College – Center for Workforce Development

February 8, 2018 • 8:00 a.m. – 5:30 p.m.

WHAT IS THE PERFORMANCE IMPROVEMENT SUMMIT?

It is the premier one-day high performance learning event in the state of Florida that features management best practices from 20 public and private organizations and businesses.

Workshop Examples:

- Building a Culture of Excellence
- Lean Process Management
- Strategies and Solutions for Navigating Digital Transformation
- Leadership Soft Skills: How they Impact ROI
- Building a Culture of Excellence

The Summit features a Florida Team Showcase contestant, The City of Tallahassee, Underground Utilities: The “Divas.” These ladies will share how their project took them out of their offices to tackle a technical problem at a wastewater sprayfield using six sigma green belt techniques to analyze data. The root cause of the problem and appropriate solution, once shared with the vendor, was rolled out to solve similar problems for organizations world-wide. Results from this project saved the City \$88,000 annually and resulted in another 4.3 days of work time savings. Learn more about the strength of appropriately applied data and analytics.

WORKSHOPS • BEST PRACTICES • TEAM SHOWCASE • KEYNOTE SESSION

[CLICK HERE](#) TO REGISTER (\$195)

For more information visit www.floridasterling.com or Call (850)-922-3516

Sustaining a Culture of Excellence through “Health and High Water”

Our journey began in 2004, and over the past 13 years, Florida Department of Health in St. Johns County has made a commitment to implement and sustain the Sterling/Baldrige Framework as our management model. This has enabled us to be more effective as leaders, and improve and sustain community health outcomes. I will share our story and highlight how Sterling/Baldrige has become an integral part of who we are.



**Dr. Dawn Allicock, Director
Florida Department of Health in
St. Johns County**
*Governor’s Sterling Award
Recipient: 2009, 2015
Sterling Sustained Excellence
Recipient: 2011, 2017*



**KEYNOTE SPEAKER
Tony Moore**

Dare to L.E.A.D Greatly

Throughout the technology boom, many organizations saw engagement levels plummet as they increased their focus on efficiency and information at the expense of relationships with their employees. In reality, people are the bridge between strategy and execution; leaders either support or destroy the bridge. The importance of balancing people and performance is clearly understood, but knowing where to start is often a mystery. Cutting through the noise created from the overabundance of information on leadership, this keynote takes you back to the foundation of leadership; challenging participants to Live your Values, Embrace your Purpose, Attend to your people, Deliver the goods. So are you ready to **L.E.A.D.?**





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SESSIONS AT A GLANCE

WORKSHOP/EVENT

PRESENTER

		Leadership	Strategic Planning	Customer s Measurement, Analysis, & Knowledge Management	Workforce	Operations	Results	Sterling Process	Room number
REGISTRATION BEGINS AT 7:30 A.M.									
8:00 a.m. – 9:20 a.m. Introduction & Keynote									
John Pieno, President, Florida Sterling Council	Welcome to Sterling								Banquet Hall (BQT)
Dr. Dawn Allicock, Director, Florida Department of Health in St. Johns County, (Governor’s Sterling Award Recipient in 2009 & 2015 – Sterling Sustained Excellence Recipient in 2011 & 2017)	Sustaining a Culture of Excellence through “Health and High Water”								
Tony Moore, Tony Moore Speaks	Dare to L.E.A.D. Greatly								
9:30 a.m. – 11:00 a.m. Workshops									
Measuring & Tracking Performance to Achieve Results	Miami Dade Parks & Recreation						X		
Building & Assessing Your Team for Effective Process Management	FloridaMakes				X	X			
7 Ways to Engage and Build Relationships with Customers	Florida Sterling Council		X						
Building a Culture of Excellence	The School District of Lee County	X							
11:00 – 11:10 Break									
11:10 a.m. – 12:40 p.m. Workshops									
Improving Organizational Performance with Sterling and Lean Six Sigma	Electronic Training Solutions					X		X	
Effective Management Leads to Effective Leadership	City of Tallahassee	X							
Customer Service: Strategies From the Best from the Front Line to the Board Room	Pinellas County Schools, retired		X						
Leading Multi-Generational Teams	Florida Department of Children & Families				X				
12:40 p.m. – 1:40 pm Lunch & Team Showcase Event-The Divas									
	City of Tallahassee Underground Utilities								BQT
1:40 p.m. – 3:10 p.m. Workshops									
Leadership Soft Skills: How They Impact ROI	Florida Sterling Council	X							
Lean Process Management	FloridaMakes					X			
Create a High Performing Team Through Culture and Engagement	The Drago Group				X				
How to Prepare for an Effective Kaizen Event	Florida Power & Light					X			
3:10 p.m. – 3:20 p.m. Break									
3:20 p.m. – 4:50 p.m. Workshops									
Map Your Customer Experience to Deliver Better Service	Florida Sterling Council		X						
Employee Engagement = Postiive Business Results	FBMC				X				
Strategies and Solutions for Navigating Digital Transformation	Coaxis International			X					
Maximizing ROI with Six Sigma	Electronic Training Solutions					X			
Faciliatated discussion: What did we learn today and what will we be taking back to improve our organization?	Florida State University, CPM Program								BQT

