

# 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



## Managing for Excellence Track

### Take the Next Step Toward Performance Excellence!

This track has been refreshed and updated for 2017 with the new 2017 Criteria, new examples, and new take-away tools. Each of the six workshops highlights leadership and management practices that successful organizations use to create high performance cultures and achieve better results. These 90 minute sessions focus on helping you identify specific steps to transform your organization, become more competitive in today's business environment, and position you for future success. The concepts, best practices, and takeaways are applicable to both public and private sector organizations. Join the numerous role model organizations in Florida who have achieved improved and sustainable results using the Sterling Criteria for Performance Excellence.

**You may attend one or all of these workshops. If you complete all six sessions, Sterling will provide you with Sterling Managing for Excellence Certification. For new examiners, this fulfills the Criteria 102 training requirement.**

### Lead Your Organization to Performance Excellence

Lynne Drawdy, Sterling Master Examiner  
Central Florida Disaster Medical Coalition

- Understand the role of leadership in achieving sustainable success
- Learn how to define and address ethical challenges your organization faces
- Discover how to create an environment that promotes innovation and intelligent risk

**Take Away: Ethics Checklist**

### Don't Wimp Out on Your Strategic Plan

Pat Sciarappa, Organizational Development Director  
Florida Sterling Council

- Understand the difference between strategic and operational plans
- Understand the transformational change and the need to prioritize change initiatives
- Stimulate and incorporate innovation in strategic planning to address key challenges

**Take Away: Strategic Transformation Decision Tools**

***\*You may want to bring a copy of your strategic plan to this session.***



## **From Data to Information to Wisdom: Using Performance Results to Improve Organizational Knowledge**

Terry Field, Sterling Master Examiner

Florida Department of Children & Families, SunCoast Region

- Understand how your use of performance data can increase overall workforce knowledge
- Define and better utilize your role in the “Data, Information, Knowledge, Wisdom” pathway
- Help ensure that your organization’s collection and dissemination of data better supports fact-based decision making

**Take-Away: Data Collection, Analysis, and Information Tool**

## **The Times They Are a-Changing: To Keep Customers Engaged You Must Engage the Customer**

Robert Goehrig, Sterling Master Examiner

Pasco County Board of County Commissioners

- Proactively understand the Voice of the Customer to know what the customer wants before the customer knows
- Use social media to build relationships and customer engagement
- Manage your brand to win customer engagement

**Take-Away: Totally Safe For Work Social Media Apps**

## **Workforce Engagement: Build a Winning Team through Workforce Engagement**

Dawn Antinori, Sterling Master Examiner

Cindy Brislin, Sterling Master Examiner

Hillsborough County Tax Collector’s Office

- Identify and use employee engagement factors (including workforce culture)
- Prepare the workforce for change (Leaders may decide to change paths, but don’t tell anyone)
- Evaluate learning and development return on investment (cost vs. benefits with consideration of workforce desires)

**Take-Away: Workforce Development and Engagement Tools**

## **Design, Manage, Improve Work Processes for Performance Excellence**

Dr. Laura McNeil, Sterling Master Examiner

Citigroup, University of Phoenix

- Understand the impact of work process design and the importance of continuous improvement
- Learn how to design processes that promote sustainability as well as cost efficiency and effectiveness
- Understand how focus on process can create an environment that promotes innovation and intelligent risk taking

**Take-Away: Operational Work Process Improvement Checklist**

**Completion of this track meets Sterling Examiner requirement for Sterling Criteria 102.**