



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.?**

