



**OPENING SESSION WEDNESDAY, MAY 29, 2019 8:00 - 9:20 AM
MEDITERRANEAN BALLROOM**

Keynote Address: There is a Better Way to Lead
Tony Moore, Culture Architect
Tony Moore Speaks

The Role Leaders Play in Establishing a **Culture of Excellence**
 Identifying the Key Leadership Traits Needed to **Drive Performance Excellence**
 Understand What **Leaders Must Do Every Day** to Lead

CONCURRENT SESSIONS	9:45 AM - 11:15 AM	CATEGORY	TRACK	ROOM
Achieving Organizational Performance through a System of Shared Accountability	Florida Department of Health in Broward County	Leadership	Leadership	Mediterranean 6
Finding Your Entrepreneurial Beast Mode	Moore	Leadership & Workforce	Advanced Leadership	Mediterranean 8
Creating an Environment to Drive Sustained Organizational Success	Florida Department of Children and Families	Leadership	Managing for Excellence	Mediterranean 7
Process Management	ets, inc.	Operations	Six Sigma Yellow Belt	Del Lago 1&2
Introduction to Lean Process Management	FloridaMakes	Operations	Lean Project Leader	Del Lago 3&4
Creating a Value Based Workforce	FBMC Benefits Management, Inc.	Workforce & Leadership	Workforce Focus	Segura 1&2
Customer Engagement: You Had Me Before Hello	Stratex Solutions	Customer	Customer Focus	Segura 5
LUNCH	11:20 AM - 12:05 PM	COQUINA		
DESSERT/NETWORKING	12:05 PM - 12:50 PM	COQUINA		
CONCURRENT SESSIONS	1:00 PM - 2:30 PM	CATEGORY	TRACK	ROOM
Leadership Style and Organizational Climate - Leadership that Makes a Difference	Florida Department of Health in Broward County	Leadership	General	Mediterranean 6
Building a Culture of Excellence	The School District of Lee County	Leadership	General	Mediterranean 7
Establishing the Process and Culture for Effective Strategy Development	Western Maryland Health System	Strategy	General	Mediterranean 8
Moving Your Organization From Reactive to Proactive	ets, inc.	Operations	General	Del Lago 1&2
Introduction to the Sterling Management System: An Integrated Approach to Performance Excellence	Sterling Master Examiner, Nature Coast Quality Associates, LLC	Sterling Process	General	Segura 5
Measuring and Tracking Performance to Achieve Real Results	Miami Dade Parks, Recreation, and Open Spaces	Leadership	General	Del Lago 3&4
CONCURRENT SESSIONS	2:45 PM - 4:15 PM	CATEGORY	TRACK	ROOM
Strategic Planning for the Sterling	Loxahatchee River District	Leadership	Leadership	Mediterranean 6
Agile Leadership: How to Lead in an Environment of Constant Change	Southern Illinois University	Leadership	Advanced Leadership	Mediterranean 8
How Strategic Plans Create Organizational Transformation & Focus	R. Ledbetter and Associates	Strategy	Managing for Excellence	Mediterranean 7
Process Flow Charts	ets, Inc.	Operations	Six Sigma Yellow Belt	Del Lago 1&2
Fundamental Concepts & Essential Team Dynamics Session 1	FloridaMakes	Workforce & Operations	Lean Project Leader	Del Lago 3&4
Leading Multigenerational Teams	Florida Department of Children & Families	Workforce & Leadership	Workforce Focus	Segura 1&2
Customer Centric Organizations Never Stop Learning!	Sterling International/ Beyout Investment Group	Customer	Customer Focus	Segura 5



TEAM SHOWCASE THURSDAY May 30, 2019 3:40 - 5:00 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.

2018 Team Showcase Champion: Paving the Yellow Brick Road to Lean Healthcare, University of Miami, Sylvester Cancer Center

CONCURRENT SESSIONS	8:00 AM - 9:30 AM	CATEGORY	TRACK	ROOM			
Leading in a Complex Environment - How to Utilize Feedback and Action Planning for Success	Orange County Public Schools, Human Resources Division	Leadership & Customer	Leadership	Mediterranean 6			
Systems Thinking: The Secret of Highly Successful Organizations	ets, Inc.	Leadership	Advanced Leadership	Mediterranean 8			
From Awareness to Advocacy: Move Beyond the Ho-Hum of Customer Satisfaction to the Wow! Of Customer Engagement	Pasco County Board of County Commissioners	Customer	Managing for Excellence	Mediterranean 7			
Lean Overview and Key Points	ets, Inc.	Operations	Six Sigma Yellow Belt	Del Lago 1&2			
Fundamental Concepts & Essential Team Dynamics Session 2	FloridaMakes	Workforce & Operations	Lean Project Leader	Del Lago 3&4			
Building Employee Engagement & Recognition through Effective Leadership	Florida Department of Children and Families	Workforce & Leadership	Workforce Focus	Marbella 4			
Using Customer Service, Metrics, and CI to Drive Transformational Culture Change	The School District of Palm Beach County	Customer	Customer Focus	Marbella 3			
BREAK							
	9:30 AM - 9:50 AM	COQUINA					
CONCURRENT SESSIONS	9:50 AM - 11:20 AM	CATEGORY	TRACK	ROOM			
Leadership Soft Skills: How They Impact ROI	Florida Department of Children and Families	Leadership	General	Mediterranean 6			
Emotional Intelligence: The Differentiating Factor in Leadership Effectiveness	Innovative Edge, Inc.	Leadership	General	Mediterranean 7			
Leading for Innovation: How to Systematically Identify Areas Ripe for Meaningful Change	Center for Innovation Management & Business Analytics - Florida Institute of Technology	Customer	General	Mediterranean 8			
Seven Approaches for Achieving Performance Excellence	ets, inc.	Operations	General	Del Lago 1&2			
Organizational Culture: From a Theoretical Role to Practical Excellence	Sterling International/ Bayout Investment Group	Leadership	General	Del Lago 3&4			
Assessing Your Organization's Level of Performance Excellence	Sterling Master Examiners	Sterling Process	General	Marbella 4			
SPEED LEARNING	11:35 AM - 12:20 PM	Mediterranean Ballroom					
NETWORKING LUNCHEON	12:20 PM - 1:00 PM				Coquina		
Dessert & Networking - Final Raffle	1:00 PM - 1:40 PM						
CONCURRENT SESSIONS	1:50 PM - 3:20 PM	CATEGORY	TRACK	ROOM			
Environment and Engagement - A Panel Discussion Sharing Best Practices	Susan Grant, Sterling Judge, Facilitator; City of Delray Beach, City of Coral Springs; Charter Schools USA; Lutheran Services of Florida; WellStar Health Systems	Leadership & Operations	Leadership	Mediterranean 6			
Becoming an Agent of Change	Tony Moore Speaks	Leadership & Workforce	Advanced Leadership	Mediterranean 8			
Becoming a Learning Organization - Leverage Internal and External Information through Knowledge Management	Florida Department of Children and Families, SunCoast Region	Data Information & Knowledge	Managing for Excellence	Mediterranean 7			
Collecting and Interpreting Data	ets, Inc.	Operations	Six Sigma Yellow Belt	Del Lago 1&2			
Process Assessment Using the Value Stream Map	FloridaMakes	Operations	Lean Project Leader	Del Lago 3&4			
Career Progression to Executive Leadership	City of Tallahassee, Underground Utilities	Leadership	Workforce Focus	Marbella 4			
FPL Customer Service - Designing the Future Customer Experience	Florida Power & Light	Customer	Customer Focus	Marbella 3			



KEYNOTE FRIDAY, MAY 31, 2019 11:25 AM - 12:25 PM
MEDITERRANEAN BALLROOM

***Creating a Culture of High Performance in Municipal Government:
 Culture + Strategy = Results***

Darin Atteberry, City Manager
Fort Collins, Colorado

Can local government be great? Innovative? At the City of Fort Collins, we say yes! The City places a strong emphasis on Culture and Strategy in our quest towards excellence.

CONCURRENT SESSIONS		8:00 AM - 9:30 AM	CATEGORY	TRACK	ROOM
Guidance for the Generations...Understanding Multigenerational Teams	Care Coordination Institute Labs	Leadership	Leadership	Mediterranean 6	
How to Engage, Manage, & Develop Your Workforce to Utilize its Full Potential	Hillsborough County Tax Collector's Office	Workforce	Managing for Excellence	Mediterranean 7	
Key Analytical Tools	ets, Inc.	Operations	Six Sigma Yellow Belt	Del Lago 1&2	
Introduction to the Kaizen Problem-Solving Structure and Tools Part 1	FloridaMakes	Operations	Lean Project Leader	Del Lago 3&4	
A Leader's Guide to Managing a High Performing Team	The Drago Group	Workforce & Leadership	Workforce Focus	Segura 5	
Customer Service: One Size Does Not Fit All	WellStar Kennestone Hospital	Customer	Customer Focus	Segura 6	
BREAK		9:30 AM - 9:45 AM	COQUINA		
CONCURRENT SESSIONS		9:45 AM - 11:15 AM	CATEGORY	TRACK	ROOM
What is Performance Excellence? And Why Don't People Say "Quality" Anymore?	Goolsby and Associates	Leadership/Strategy	Leadership	Mediterranean 6	
Optimizing Operations for Achieving Ongoing Organizational Success	Citigroup, University of Phoenix	Operations	Managing for Excellence	Mediterranean 7	
DMAIC Overview	ets, inc.	Operations	Six Sigma Yellow Belt	Del Lago 1&2	
Implementation of Kaizen Part 2	FloridaMakes	Operations	Lean Project Leader	Del Lago 3&4	
Creating your Organization's Training and Development System	FBMC Benefits Management, Inc.	Workforce	Workforce Focus	Segura 5	
Customer Service: The Importance of Front Line Customer Service to the Success of Your Organization	Pinellas County Schools, Retired, University of South Florida	Customer/Leadership	Customer Focus	Segura 6	
BREAK Closing Keynote Lunch on Your Own	11:15 AM - 11:25 AM 11:25 AM - 12:25 PM 12:25 PM - 2:00 PM	Mediterranean Ballroom			
Bonus Session		2:00 PM - 4:00 PM	CATEGORY	TRACK	ROOM
Innovation - The Power of Creative Thinking	NextEra Energy	Workforce & Operations	General	Segura 1 & 2	
Banquet Will Call Governor's Reception 27th Annual Governor's Sterling Award Banquet After Banquet Celebration	5:00 PM - 6:00 PM 5:30 PM - 6:30 PM 6:30 PM - 10:00 PM 10:00 PM - Until...	Mediterranean Registration Mediterranean Ballroom Lobby Mediterranean Ballroom Mediterranean 6-7			