



#We Are Sterling

Elevating organizational performance excellence.

MONDAY, May 25, 2020

3:00 p.m. - 5:00 p.m. Conference Registration & Information

TUESDAY, May 26, 2020

7:00 a.m. - 5:00 p.m. Conference Registration & Information
8:00 a.m. - 4:30 p.m. * Florida's Strategic Planning Summit (additional payment required-see registration form)
8:00 a.m. - 4:30 p.m. * Florida Healthcare Symposium (additional payment required-see registration form)
8:00 a.m. - 4:30 p.m. Full-Day Pre-Conference Workshop (additional payment required-see registration form)
Sterling Criteria: The Performance Excellence Framework for Sustainability
Conference Preview Session
3:00 p.m. - 4:30 p.m. Conference Preview Session
4:30 p.m. - 6:00 p.m. Grand Opening Products & Services Exposition & Networking Reception
6:00 p.m. - 7:30 p.m. Conference Preview Session

WEDNESDAY, May 27, 2020

7:00 a.m. - 5:00 p.m. Conference Registration & Information
7:00 a.m. - 7:45 a.m. Continental Breakfast in Expo Hall
8:00 a.m. - 9:20 a.m. Opening Keynote Session
9:20 a.m. - 9:45 a.m. Coffee Break
9:45 a.m. - 11:15 a.m. Workshop Sessions (Eight Concurrent Sessions) - **includes 5 Certification tracks ****
11:20 a.m. - 12:05 p.m. Luncheon
12:05 p.m. - 12:50 p.m. Dessert & Networking in the Expo Hall
1:00 p.m. - 2:30 p.m. Workshop Sessions (Seven Concurrent Sessions)
2:30 p.m. - 2:45 p.m. Transition
2:45 p.m. - 4:15 p.m. Workshop Sessions (Eight Concurrent Sessions) - **includes 5 Certification tracks ****
4:30 p.m. - 5:30 p.m. Networking Reception in the Expo Hall "Ask the Sterling Experts"

THURSDAY, May 28, 2020

7:00 a.m. - 5:00 p.m. Conference Registration & Information
7:00 a.m. - 7:45 a.m. Continental Breakfast in the Expo Hall
8:00 a.m. - 9:30 a.m. Workshop Sessions (Eight Concurrent Sessions) - **Includes 5 Certification tracks**
9:30 a.m. - 9:50 a.m. Coffee Break
9:50 a.m. - 11:20 a.m. Workshop Sessions (Seven Concurrent Sessions)
11:20 a.m. - 11:35 a.m. Networking Break
11:35 a.m. - 12:20 p.m. Speed Learning in the Mediterranean Ballroom (includes 3-15 minute sessions with 30 table topics)
12:20 p.m. - 1:00 p.m. Luncheon
1:00 p.m. - 1:40 p.m. Closing of Expo Hall includes Dessert and Raffle
1:50 p.m. - 3:20 p.m. Workshop Sessions (Eight Concurrent Sessions) - **includes 5 Certification tracks**
3:20 p.m. - 3:30 p.m. Transition
3:30 p.m. - 5:00 p.m. Closing Session: Team Showcase Competition

FRIDAY, May 29, 2020

7:00 a.m. - Noon Conference Registration & Information
7:00 a.m. - 7:45 a.m. Continental Breakfast
8:00 a.m. - 9:30 a.m. Workshop Sessions (Seven Concurrent Sessions) - **includes 4 Certification**
9:30 a.m. - 9:45 a.m. Coffee Break
9:45 a.m. - 11:15 a.m. Workshop Sessions (Seven Concurrent Sessions) - **includes 4 Certification tracks**
11:15 a.m. - 11:25 a.m. Short Networking Break
11:25 a.m. - 12:25 p.m. Closing Keynote Session:
12:25 p.m. - 2:00 p.m. Lunch on Your Own 2:00
p.m. - 4:00 p.m. Bonus Session
5:00 p.m. - 6:00 p.m. Banquet Will Call
5:30 p.m. - 6:30 p.m. Governor's Reception
6:30 p.m. - 10:00 p.m. 27th Annual Governor's Sterling Award Banquet
10:00 p.m. - Until..... After Banquet Celebration

* These events will have breakfast and networking for 30 minutes prior to start time. Registration opens at 7:00 a.m.

** The 5 Certification tracks require attendance at all six sessions. The tracks are Six Sigma Yellow Belt, Leadership MBA Lite, Lean Project Leader, and Management for Excellence (Sterling Criteria). Advanced Leadership requires four sessions on both Wednesday and Thursday.