



# #We Are Sterling

Elevating organizational performance excellence.

## TALLAHASSEE PERFORMANCE IMPROVEMENT SUMMIT

Hosted by the Agency for Health Care Administration

2727 Mahan Drive Building 3 Conference Center

October 11, 2019 • 8:30 a.m. – 4:30 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 10 public and private organizations and businesses.

### Sample Workshop Topics:

- Career Progression to Executive Leader Development
- Seven Approaches for Achieving Performance Excellence
- Building & Assessing Your Team for Effective Process Management
- Leading Multigenerational Teams
- Managing Your Team's Performance
- Using Lean to Clean

The Summit features a **Florida Team Showcase** winner, the City of Tallahassee Underground Utilities and Public Infrastructure "Infrastructure Innovators" team. Their project focused ensuring stakeholder safety and convenience and infrastructure cost avoidance are critical priorities within strategic objectives for Underground Utilities & Public Infrastructure (UU&PI). UU&PI's projects focused on improving infrastructure maintenance of sidewalks to eliminate falls and trips and roadway repaving using technology to prioritize the condition assessments and to avoid road expensive decay. Using leadership, innovative strategies, the customer's voice, improved processes, technology, and workforce dedication, UU&PI has successfully achieved the project goals. Through increased fiduciary support, process improvements, and better analysis tools that have avoided costs, this prevented injuries and accidents to stakeholders from sidewalk usage and initiated a holistic pavement management process. UU&PI successfully improved the roadway pavement processes by 197% over 3 years and reduced sidewalk claims paid by \$114,400 over 4 years.

## WORKSHOPS • BEST PRACTICES • TEAM SHOWCASE • KEYNOTE SESSION

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

For more information visit [www.floridasterling.com](http://www.floridasterling.com) or Call (850)-922-3516

### KEYNOTE SPEAKER

**Cory A. Godwin, Chief Deputy Tax Collector, Bay County Tax Collector's Office**

### *A People Centric Workplace – In Leadership, Organizational Design and Process Improvement*

Each of our team members brings skills, talents, and unique gifts to our organizations. In addition they bring their hopes, dreams and aspirations for the 30 something years they do "work" with others. Some of these talents are well known while others are undiscovered, unvoiced, and unrecognized. In this session, we'll discuss the benefits of creating an emotional connection to work and the people who do work and life together. We will review behavioral principles for building cohesive teams to move us past the differences we share as individuals and into the collective velocity that can be achieved as a unified team. Learn how to tap into hidden talents to give team members a greater passion and commitment for the work they do.





# #We Are Sterling

Elevating organizational performance excellence.

## Tallahassee Performance Improvement Summit

Agency for Health Care Administration, Building 3 Conference Center

2727 Mahan Drive, Tallahassee

October 11, 2019 – 8:30 a.m. – 4:30 p.m.

### SESSIONS AT A GLANCE

		Leadership	Strategic Planning	Customers	Measurement, Analysis, & Knowledge Management	Workforce	Operations	Results	Sterling Process	Room number
<b>REGISTRATION NETWORK 8:00 – 8:30 A.M.</b>										
<b>8:30 a.m. Introduction &amp; Keynote</b>										
Dione Geiger, President, Florida Sterling Council	Welcome to Sterling									A
<b>Cory A. Godwin, Chief Deputy Tax Collector, Bay County Tax Collector's Office</b> "A People Centric Workplace" – In Leadership, Organizational Design and Process Improvement										
<b>10:00 a.m. – 11:30 a.m. Workshops</b>										
Why Systems Thinking is Key to Excellence	Electronic Training Solutions	X					X			A
Using Lean to Clean	Florida Power and Light					X	X			B
Building & Assessing Your Team for Effective Process Management	FloridaMakes					X	X			C
<b>11:30 – 11:40 Break</b>										
<b>11:40 a.m. – 1:10 p.m. Workshops</b>										
Leadership Style & Organizational Climate: Leadership that Makes a Difference	Accenture	X								B
Achieving Organizational Performance Through a System of Shared Accountability	Florida Department of Health in Broward County					X				C
Seven Approaches for Achieving Performance Excellence	Electronic Training Solutions		X				X			A
<b>1:10 p.m. – 2:10 pm Lunch &amp; Team Showcase Event- Infrastructure Innovators</b> 2018 Sustained Excellence Award; 2015 Governor's Sterling Award										A
<b>2:10 p.m. – 3:50 p.m. Workshops</b>										
Managing Your Team's Performance	FBMC Benefits Management	X								B
Career Progression to Executive Leadership	City of Tallahassee			X						A
Leading Multi-Generational Teams	Florida Department of Children and Families					X				C
<b>4:00 p.m. – 4:30 p.m. Wrap up of the Day</b>										
Facilitated discussion: What did we learn today and what will we be taking back to improve our organization? <b>Share / Network</b>	Florida State University, CPM Program									A