30th Anniversary Sterling Conference
May 31-June 3, 2022

MONDAY, May 30, 2022

3:00 p.m. – 5:00 p.m.	Conference Registration and Information

TUESDAY, May 31, 2022

7:00 a.m. - 6:00 p.m.	Conference Registration and Information
8:30 a.m. – 4:30 p.m.	Full-Day Pre-ConferenceWorkshop (Additional payment required-see registration form) *Sterling Criteria: The Performance Excellence Framework for Sustainability*
3:00 p.m. - 4:30 p.m.	Conference Preview/Orientation Session
4:30 p.m. – 6:00 p.m.	Grand Opening Products & Services Exposition and Networking Reception
6:00 p.m. – 7:30 p.m.	Conference Preview/Orientation Session

WEDNESDAY, June 1, 2022

7:00 a.m. - 6:00 p.m.	Conference Registration and Information
7:00 a.m. – 7:45 a.m.	Conference Breakfast in Expo Hall
8:00 a.m. - 9:20 a.m.	Opening Keynote – Rick Skaggs, Chief Executive Officer USF Federal Credit Union 2022 Governor's Sterling Award Role Model *Leading With Heart*
9:20 a.m. - 9:45 a.m.	Coffee Break
9:45 a.m. - 11:15 a.m.	Workshop Sessions (Five Concurrent Sessions)
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.	Sessions (Five Concurrent Sessions)
2:30 p.m. – 2:45 p.m.	Transition
2:45 p.m. – 4:15 p.m	Sessions (Five Concurrent Sessions)
4:30 p.m. – 5:30 p.m.	Networking Reception in the Expo Hall

THURSDAY, June 2, 2022

7:00 a.m. - 5:00 p.m.	Conference Registration and Information
7:00 a.m. - 7:45 a.m.	Continental Breakfast in the ExpoHall
8:00 a.m. - 9:30 a.m.	Workshop Sessions (Five Concurrent Sessions)
9:30 a.m. - 9:50 a.m.	Coffee Break
9:50 a.m. - 11:20 a.m.	Sessions (Five Concurrent Sessions)
11:20 a.m. - 11:35 a.m.	Networking Break
11:35 a.m. - 12:20 p.m.	Speed Learning (includes 3-15 minute sessions with 25 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
1:50 p.m. - 3:20 p.m.	Workshop Sessions (Five Concurrent Sessions)
3:20 p.m. - 3:30 p.m.	Transition
3:30 p.m. - 5:00 p.m.	Closing Session: Team Showcase Competition

FRIDAY, June 3, 2022

7:00 a.m. - Noon	Conference Registration and Information
7:00 a.m. - 7:45 a.m.	Continental Breakfast
8:00 a.m. - 9:30 a.m.	Workshop Sessions(Five Concurrent Sessions)
9:30 a.m. - 9:45 a.m.	Coffee Break
9:45 a.m. - 11:15 a.m.	Workshop Sessions(Five Concurrent Sessions)
11:15 a.m. - 11:25 a.m.	Short Networking Break
11:25 a.m. - 12:25 p.m.	Closing Keynote Session – Mary Cheddie, Divisional Director, SHRM *It's so easy, it's hard: Becoming a High Performing Leader*
12:25 p.m.	Lunch on Your Own
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.	30th Annual Governor's Sterling Award Banquet

THE STERLING COUNCIL
ELEVATING PERFORMANCE EXCELLENCE

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#WeAreSterling

ELEVATING PERFORMANCE EXCELLENCE

Introduction

The Sterling Council was formed in 1992, aligned with Florida Statutes 110.235 and 381.001, as a not-for-profit 501(c)3, public/private partnership supported by the Office of the Governor. Our core business is the management of the Sterling/ Baldrige National Criteria for Performance Excellence as a member of the national Alliance for Performance Excellence. Our extensive examiner performance excellence professionals and a Board of Directors ensure we maintain exceptionally high standards. We save organizations, and the states of Florida and Georgia, millions of dollars annually by elevating organizational performance excellence.

Partnerships

Our continued partnership with **FloridaMakes** to complete organizational assessments with manufacturers across Florida has resulted in significant benefits. During the past four years, over 156 manufacturing organizational assessments were conducted driving change that resulted in 2,182 new jobs created or retained, over $21 million in cost savings and $230 million in new and retained sales. Eighty-eight manufacturers have been recognized at the annual Governor's Sterling Award banquet.

The Sterling return on investment (ROI) for Florida provides true economic impact and supports Florida's commitment to growing both jobs and revenue.

The **Georgia Oglethorpe Award**, administered since 2017 by the Florida Sterling Council, represents our partnership with the state of Georgia. This includes Examiner training and all organizational assessments.

Sterling International is the global partner to the Florida Sterling Council. Sterling International's experts, most of whom are affiliated with Florida State University and Florida International University, provide businesses with assessment options, training, and consulting services to help them exceed their goals. In addition to consultative and competitive assessments, Sterling International provides unique services to its Board of Ambassadors through its certification program.

Recognition & Results

The Sterling Council has recognized 89 organizations as Governor's Sterling Award recipients and two Georgia Oglethorpe Award recipients as role model organizations. Since our inception, we have also trained nearly 3,000 Examiners who have implemented Sterling practices within their own organizations.

Through leadership, programs, and volunteers, Sterling offers best practices which drive results and success in both individual professional development and bottom-line performance.

Assessments

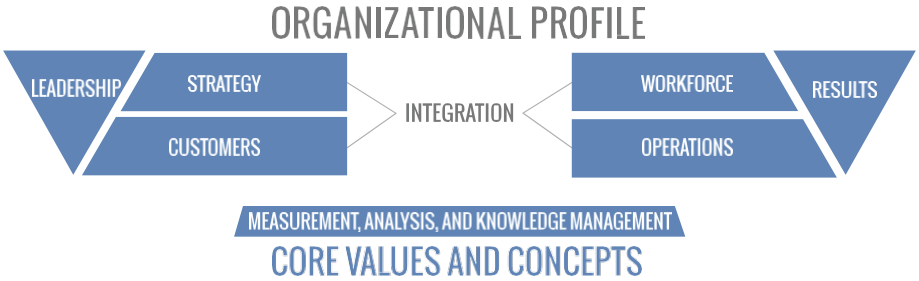
Sterling has eight robust assessment processes that use the Criteria for Performance Excellence for any size public or private organization.

- Sterling Express *Consulting Assessment*
- Sterling Manufacturing Business Excellence Assessment*
- Sterling Explorer *Consulting Assessment*
- Sterling Challenge *Advising Assessment*
- Sterling Collaborative *Consulting Assessment*
- Georgia Oglethorpe Assessment*
- Governor's Sterling Assessment*
- Governor's Sterling Sustained Excellence Assessment*

* These competing assessments are reviewed by an independent panel of judges or, if selected, organizations may be eligible for Governor's Sterling/ Georgia Oglethorpe and Sustained Excellence Award recognition.

Annually, Sterling recognizes all organizations who apply for assessments as part of our Sterling conference at the Governor's Sterling Award Banquet.

Sterling Management Framework



Examiner Leadership Development

The Examiner Leadership training program prepares and develops qualified individuals to serve as Examiners in the Sterling/Baldrige Performance Excellence Criteria. Sterling Examiners develop and refine leadership skills and competencies such as: critical thinking, systems perspective, analytical skills, and business acumen. The Examiners learn how to be more effective with both teamwork and communication skills, project management, and understand the basic of Lean Six Sigma application, such as problem solving methodologies, process mapping, and in-process and outcome measures. Finally, Examiners learn what it takes to be a more effective leader in understanding the difference between continuous improvement and innovation as a key performance improvement leadership competency.

Lean Six Sigma Process Management Training

Sterling has multiple certification levels of Six Sigma application and knowledge for employees, key leaders, and executives:

- White Belt
- Advanced Yellow Belt *(Yellow Belt, DMAIC, and Project Management)*
- Green Belt
- Black Belt
- Executive Belt
- Silver Belt

Return on Investment (ROI)

We offer a multitude of high-value, high-impact training sessions for organizations of every size and sector. Results and savings are typically substantial; for example, the average ROI on Lean Six Sigma Green Belt projects is $710,000 (prior to replication). We offer incredible value at a rate significantly less than other providers and have sustained satisfaction ratings of 98%.

Sterling Institute for Organizational Learning and Development

The Sterling Institute for Organizational Learning and Development℠ offers***Knowledge You Need Now*** **.** Guaranteed to help drive high performance, the Sterling Institute offers an extensive array of educational opportunities across your organization that focus on Leadership, Strategic Planning, Customer and Workforce, and more. We provide distance-learning opportunities on an open enrollment basis, exclusively for you and your organization.

Conference

Recognized as the premier conference in the nation for practical learning in leadership and management systems, the Sterling Conference is held annually in late May/early June. The conference boasts 60 workshops, five certification tracks, direct application and take-away tools, two keynote speakers, a Team Showcase which features problem solving process improvement strategies, a Products & Services Exposition, a Storyboard Competition, and extensive networking and best practice sharing.

Industry leaders address current challenges and trending topics, with presenters from around the nation who have demonstrated expertise and have sustained top satisfaction ratings. In our 28 years, we've hosted nearly 22,000 attendees who learned from the best organizational excellence presenters in the nation.

THE STERLING MANAGEMENT SYSTEM: A FRAMEWORK FOR ACHIEVING SUSTAINING PERFORMANCE EXCELLENCE
PRE-VIEW ORIENTATION SESSIONS
TUESDAY, MAY 31, 2022

Registration Desk open from 7:00 am – 6:00 pm
Sun Lobby Registration 2

Continental Breakfast will be located within these special event rooms.
Event facilitators will give participants lunch information.

Full-Day Pre-Conference Workshop

Sterling Criteria: The Performance Excellence Framework for Sustainability

8:30 am – 4:30 pm
(By additional registration only)
Room: Tallahassee

Grand Opening Products & Services Exposition & Networking Reception 4:30 p.m. – 6:00 p.m.
Room: Sun Ballroom 1-6

Sterling Conference Preview/Orientation
3:00 pm – 4:30 pm <u>OR</u> 6:00 pm – 7:30 pm
(Free for all conference participants)
Room: Daytona

Attend this year's Conference Preview Session whether you are a seasoned veteran or a new attendee. Meet new people and learn what to expect for the week and how to best take advantage of all the learning and networking opportunities at the conference.

Products and Services Exposition

Be a part of our premiere event and join professionals from across the nation who help commemorate

The Sterling Council's 30 years of Performance Excellence

- **Tuesday, May 31**
  4:30 pm - 6:00 pm Grand Opening Products & Services Exposition and Networking Reception
- **Wednesday, June 1**
  7:00 am - 7:45 am - Breakfast
  12:05 pm - 12:50 pm - Dessert & Networking
  4:30 pm - 5:30 pm - Networking Reception
- **Thursday, June 2**
  7:00 am - 7:45 am - Breakfast
  11:20 - 11:35 am - Networking Break
  1:00 pm - 1:40 pm - Closing of the Expo Hall with Dessert

2022 STERLING PRODUCTS AND SERVICES EXHIBITORS

Community Health of South Florida, Inc.

Florida Department of Health in Broward County

Healthmed Supplies, LLC

Lee Health BotLee Crue Team Showcase

Miami-Dade Parks, Recreation, and Open Spaces Department

NextEra Energy
The Matrix: Renewable Assets Onboarding Team Showcase

Office of Criminal Conflict and Civil Regional Counsel, Second District Guardians of Excellence Team Showcase

The Sterling Council Booth

Stratex Solutions

Xecutive Metrix Company

Thank you 2022 Products and Services Exhibitors!

TODAYS HIGHLIGHTS!

WEDNESDAY JUNE 1, 2022

Registration Desk Open 7:00 am - 6:00 pm

11:20 am - 12:05 am	**Lunch in the Atrium**
12:05 pm - 12:50 pm	**Dessert & Networking in the Expo Hall Sun Ballroom 1-6**
4:30 pm - 5:30 pm	**"Lite" Reception & Networking in the Expo Hall Sun Ballroom 1-6**

KEYNOTE WEDNESDAY, June 1, 2022 8:00 AM – 9:20 AM
Sun Ballroom

Mr. Richard J. "Rick" Skaggs, President/CEO
USF Federal Credit Union

"USF Federal Credit Union used the Sterling and Baldrige frameworks to develop a unique culture that engages and empowers our team members to achieve extraordinary performance. During our six-year PRIDE journey to performance excellence, leaders refined our Vision, Mission, and Values, clearly developed our core competencies of Relationship Building and Leading with Heart, and deployed systems and processes that are delivering excellence to our credit union members. Our results improved significantly, as exemplified by becoming a $1 billion credit union at the end of 2021. We would not be delivering and sustaining these results without the Sterling and Baldrige programs."

Richard J. "Rick" Skaggs, President/CEO
USF Federal Credit Union, 2020 Florida Governor's Sterling Award Recipient

The Expo is your opportunity to learn from companies and vendors about high performance systems. This is a great time to network and engage with Sterling Examiners, Applicants, and other Conference attendees.

NOTES

OPENING SESSION WEDNESDAY, June 1, 2022 8:00 am - 9:20 am
SUN BALLROOM Mr. Richard J. "Rick" Skaggs, President/Chief Executive Officer
USF Federal Credit Union

USF Federal Credit Union used the Sterling and Baldrige frameworks to develop a unique culture that engages and empowers our team members to achieve extraordinary performance. During our six-year PRIDE journey to performance excellence, leaders refined our Vision, Mission, and Values, clearly developed our core competencies of Relationship Building and Leading with Heart, and deployed systems and processes that are delivering excellence to our credit union members. Our results improved significantly, as exemplified by becoming a $1 billion credit union at the end of 2021. We would not be delivering and sustaining these results without the Sterling and Baldrige

CONCURRENT SESSIONS	9:45 AM - 11:15 AM	CATEGORY	TRACK	ROOM
Leadership Coaching and Intentional Change: Helping Others Transform	Florida Department of Health in Broward County	Leadership	Leadership	Tallahassee
The Leadership System in Action - Building a Culture for Sustained Organizational Success	Florida Department of Children and Families	Customers	Managing for Excellence Advanced Managing for Excellence	Miami
Developing a Customer Feedback System	Miami-Dade County Parks, Recreation, and Open Space Department	Workforce	General	Sanibel
Digitize the Sterling/Baldrige Framework	University of South Florida Federal Credit Union	Strategy	General	Captiva
An Introduction to the Sterling Criteria - A Framework for 2022 and Beyond	Nature Coast Quality Associates	Sterling	General	Daytona
LUNCH	**11:20 AM - 12:05 PM**	**ATRIUM**		
DESSERT and NETWORKING	**12:05 PM - 12:50 PM**	**ATRIUM**		
CONCURRENT SESSIONS	**1:00 PM - 2:30 PM**	**CATEGORY**	**TRACK**	**ROOM**
From Compliance to Excellence - Setting the Stage for a Performance Excellence Journey	Core Values Partners and Sterling International	Sterling Process	Advanced Managing for Excellence	Tallahassee
Let's Make a Plan, Now!	University of South Florida	Strategy	General	Miami
Business Analytics and the Criteria	University of Alabama in Huntsville	Measurement, Analysis, and Knowledge Management	General	Sanibel
Put your Best Foot Forward - Tips on Writing an Award Winning Application	Quiet Excellence	Sterling Process	General	Captiva
Agile for Everyone	DTCC	Sterling Process	General	Daytona
CONCURRENT SESSIONS	**2:45 PM - 4:15 PM**	**CATEGORY**	**TRACK**	**ROOM**
Role Model Leadership	Wellstar Cobb Hospital	Leadership	Leadership	Tallahassee
How Strategic Plans Create Organizational Transformation and Focus	Pasco County	Strategy	Managing for Excellence Advanced Managing for Excellence	Miami
Lean Six Sigma Advanced Yellow Belt Certification - What's in it for you?	ets, Inc.	Operations	General	Sanibel
Lean Process Management	FloridaMakes	Operations	General	Captiva
The Empathy Deficit - Strengthening Your Organization's Culture	SHRM	Workforce	General	Daytona

KEYNOTE:

What did I learn?

How can I use the information from this presentation including the take away tool(s)?

How am I going to share the information I learned and with whom?

Who did I meet, and when will I follow up?

Leadership Coaching and Intentional Change: Helping Others Transform

Roland Martinez, Deputy Director
Florida Department of Health in Broward County
2018 Governor's Sterling Award Recipient

Objectives:

- Understand the key components of the Intentional Change
- Identify the how tension between the real and ideal self is the catalyst for change
- Articulate the Five Discoveries of Intentional Change
- Utilize the Learning Agenda and Development plan to assist others journeys of change

Takeaway:

Managing Performance Using a Cascading Scorecard System Guide

W1 Leadership
Tallahassee

Digitize the Sterling/Baldrige Framework

Nicholas Curran, Director of Organizational Excellence
Brittney LaClair, Performance Excellence Specialist
University of South Florida Federal Credit Union

Objectives:

- Align your strategy through digitization
- Leverage Automation to Ignite Culture
- Deploy Process Discipline

Takeaway:

Citizen Development Resources and Low-code, No-code Platforms

W4 General
Captiva

The Leadership System in Action - Building a Culture for Sustained Organizational Success

Nichole Solomon, Sterling Master Examiner
Florida Department of Children and Families

Objectives:

- Define the Leadership System through organizational behaviors and actions
- Discuss how the Leadership System delivers on value and results
- Discover how the Leadership System cultivates your organization's culture

Takeaway:

The Leadership System Reflection Guide

W2 Managing for Excellence
Tallahassee

An Introduction to the Sterling Criteria - A Framework for 2022 and Beyond

Bob Madeiros, Chief Executive Officer
Nature Coast Quality Associates, LLC

Objectives:

- Understand the Leadership Framework for achieving and sustaining performance excellence
- Introduce the Maturity Model of ADLI
- Understand 11 Core Values - the Behaviors and Traits of high performing organizations

Takeaway:

Organizational Profile Template &
Linkage between the Organizational Profile, the Criteria, & Core Values and Concepts

W5 General
Daytona

Juan Armas, Chief, Strategic Business Planning Division
Elaine Ramirez, Special Projects Administrator
Miami-Dade County Parks, Recreation and Open Spaces Department

Objectives:

- Understand the difference among customer satisfaction, net promoter, and customer effort scores
- Explain how to create accountability for customer service scores
- Use data to determine a need for improvement

Takeaway:

Customer Feedback Score Planner

W3 General
Sanibel

From Compliance to Excellence - Setting the Stage for a Performance Excellence Journey

Paul Grizzell, Baldrige Master Examiner and Training Facilitator

Core Values Partners, Sterling International

Objectives:

Understand the role of the Core Values and Concepts as descriptors of organizational culture
Discuss tactics that engage leaders in the performance excellence journey

Recognize the alignment of the Core Values and Concepts to the Baldrige/Sterling Criteria

Takeaway:

Core Values and Concepts to Baldrige/Sterling Criteria Alignment Matrix

W6 Advanced Managing for Excellence
Miami

Put your Best Foot Forward - Tips on Writing an Award Winning Application

Denise Haynes, Managing Partner, Quiet Excellence

Doug Serrano, Managing Partner, Quiet Excellence
Bob Goehrig, Sterling Master Examiner, Pasco County

Objectives:

Describe the evidence an Examiner looks for when reviewing your response to a Criteria question
Understand the information to include when describing a systematic process
Identify the results to include in an application based on your responses to the Organizational Profile and process questions

Takeaway:

Criteria Questions for Sterling Application

W9 General
Captiva

Let's Make a Plan, Now!

Dr. Mary Beth Corace, Director of Strategic Planning (Retired)

Pinellas County Schools

Objectives:

Review essential steps for strategic planning
Understand the processes within these steps

Create a plan for your next important event

Takeaway:

Graphic Organizer for developing a plan

W7 General
Tallahassee

Agile for Everyone

Anthony Napolitano, Principal IT, Government and Process Improvement
DTCC

Objectives:

Understand what Agile is and what Agile is not
Learn the Frameworks of Agile that can be implemented
Learn Agile tools that can be used regardless if you are using Agile or not

Takeaway:

Agile Tools Matrix

W10 General
Daytona

Business Analytics and the Criteria

Dr. Sampson Gholston, Professor and Interim Department Director

University of Alabama in Huntsville

Objectives:

Explain how the Criteria addresses business analytics
Identify how leaders can use this information to develop robust business analytic approaches
Present some evidence of role model business analytic approaches

Takeaway:

A guide (tool) to evaluate your business analytic process

W8 General
Sanibel

Role Model Leadership

John Kueven, President, Wellstar Cobb Hospital
Senior Vice President, Wellstar Health System

Objectives:

Understand the importance of developing a systematic approach to leadership

Demonstrate best practices examples across categories for leadership standard work

Discover how to integrate key lean tools into a leadership approach

Takeaway:

Practical examples: Key components of leader standard work to incorporate into your leadership practice

W11 Leadership
Tallahassee

Lean Process Management

Phil Centonze, Director of Performance Assessment, FloridaMakes
Patti Gander, President, Business Essential Skills Training

Objectives:

Recognize the Lean Red Flags

Understand the impact of Lean Wastes on process performance

Learn the application of Lean concept and tools

Takeaway:

Red Flags - Continuous Improvement Pyramid - 8 Wastes

W14 General
Captiva

How Strategic Plans Create Organizational Transformation and Focus

Bob Goehrig, Sterling Master Examiner
Pasco County

Objectives

Understand why Strategic Planning is important to your organization

Learn how to get started with Strategic Planning and understand they key components of a Strategic Plan

Understand how to develop a successful Action Plan

Learn how to move from a plan into action

Takeaway:

Strategy to Tactics to Action Worksheet

W12 Managing for Excellence and Advanced Managing for Excellence
Miami

The Empathy Deficit - Strengthening Your Organization's Culture

Monique Akanbi, Field Services Director
SHRM

Objectives

Review data that shows the impact of empathy within the workplace

Examine how to build a business case for intentionally implementing empathy within the workplace

Determine how to cultivate empathy within the workplace

Takeaway:

A toolkit to implement empathy within the workplace

W15 General
Daytona

Lean Six Sigma AdvancedLean Six Sigma Yellow Belt - Performance Excellence Starts Here

Bob Seemer, Chief Operations Officer and Chief Technical Officer
ets, Inc.

Objectives:

Discuss thDiscuss the role of the Yellow Belt course in the Lean Six Sigma Body of Knowledge

Identify key concepts, tools, techniques, and methods learned and applied in the Yellow Belt course

Determine how the Yellow Belt course can benfit your professional development and your organization

Takeaway:

A self-assessment survey to determine if the Advanced Yellow Belt Program would be beneficial for you

W13 General
Sanibel

Workshop:

What did I learn?

How can I use the information from this presentation including the take away tool(s)?

How am I going to share the information I learned and with whom?

Who did I meet, and when will I follow up?

Workshop:

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EXPOSITION – STORYBOARD – TEAM SHOWCASE
THURSDAY JUNE 2, 2022

Registration Desk Open from 7:00 am – 5:00 pm.

7:00 am – 7:45 am Continental Breakfast in Expo Hall – Sun Ballroom 1-6

11:35 am – 12:20 pm ***SPEED LEARNING*** in the Sun Ballroom

12:20 pm – 1:00 pm Luncheon – Atrium

STORYBOARD DISPLAY – INSIDE THE PRODUCTS AND SERVICES EXPOSITION

1:00 pm – 1:40 pm Closing of Expo Hall with Dessert– Sun Ballroom 1-6

3:30 pm – 4:30 pm Team Showcase Competition – Sun Ballroom

Team Showcase: Problems Solved

Thursday JUNE 2, 2022 3:30 pm – 4:30 pm

SUN BALLROOM

Showcase Competition Teams:

BotLEE Crue" Team

Lee Health

Team Members:

Eric Andreis
Carolyn Foss
Lourdes Pietri
Matt Sarkozy
Stefan Weitzel

"The Matrix: Renewable Assets Onboarding" Team

NextEra Energy Inc.

Team Members:

Melanie Andara
Maribel Montaner
Jince Jacob
Dane McKoy
Juan Lopez
Jeroen Leverman

"The Guardians of Excellence" Team

Office Criminal Conflict and Civil Regional Counsel, Second District

Team Members:

Ita Neymotin
Diana Golden
Lisa Miller
Chris Nelson
Joshua Johansen

TEAM SHOWCASE THURSDAY JUNE 2, 2022
SUN BALLROOM

The 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.

CONCURRENT SESSIONS	8:00 AM - 9:30 AM	CATEGORY	TRACK	ROOM
Embracing Diversity, Equity and Inclusion - Shifting from Awareness to Action	Florida Department of Children and Families	Leadership & Workforce	Leadership	Tallahassee
Turning Data into Information to Drive Organizational Performance	University of Alabama in Huntsville	Measurement, Analysis, and Knowledge Management	Managing for Excellence Advanced Managing for Excellence	Miami
Building and Assessing Your Team	FloridaMakes	Workforce	General	Sanibel
Insights to the Criteria for Performance Excellence	R Ledbetter & Associates	Sterling Process	General	Captiva
Building a Culture of Excellence	The School District of Lee County	Leadership	General	Daytona
BREAK	**9:30 AM - 9:50 AM**			
CONCURRENT SESSIONS	**9:50 AM - 11:20 AM**	**CATEGORY**	**TRACK**	**ROOM**
Achieving Organizational Performance Through a System of Shared Accountability	Florida Department of Health in Broward County	Measurement, Analysis, and Knowledge Management	General	Tallahassee
Results: Understanding Your Organization's Performance for Effective Decision Making	DTCC	Results	Advanced Managing for Excellence	Miami
Gap Analysis for Strategic and Operational Applications	ets, Inc.	Operations	General	Sanibel
Sustainable Change by Design	Sterling International	Leadership and Operations	General	Captiva
Organizational Culture: From a Theoretical Using Design Thinking to Ensure Customer Delight	Stratex Solutions	Customers	General	Daytona
SPEED LEARNING	**11:35 AM - 12:20 PM**	**Sun Ballroom**		
NETWORKING LUNCHEON	**12:20 PM - 1:00 PM**	**ATRIUM**		
Dessert & Networking - Final Raffle	**1:00 PM - 1:40 PM**	**SUN BALLROOM 1-6 EXPO HALL**		
CONCURRENT SESSIONS	**1:50 PM - 3:20 PM**	**CATEGORY**	**TRACK**	**ROOM**
The Red Bicycle Experience Growing from Opportunities for Improvement (OFI's)	Wellstar Kennestone Hospital	Leadership	Leadership	Tallahassee
Deliver Customer Value and Ongoing Organizational Success through Operations Management	R Ledbetter & Associates, Sterling International	Customers	Managing for Excellence Advanced Managing for Excellence	Miami
Employee Coaching Should be Easier - Phrases and Questions to Get Employees Improving	School District of Palm Beach County	Workforce	General	Sanibel
Strategy Advance - Transforming the Soft and Squishy into Action	Xecutive Metrix Company	Strategy	General	Captiva
Leveraging Your Organizational Profile for Competitive Advantage	CitiGroup	Sterling Process	General	Daytona

Embracing Diversity, Equity and Inclusion - Shifting from Awareness to Action

Nichole Solomon, Regional Program Manager
Florida Department of Children and Families

Objectives:

Understand the role of DEI in your organization's leadership system

Discover tools and strategies for supporting DEI practices and initiatives

Assess readiness to design a DEI model that supports your organization's culture

Takeaway:

Organizational DEI Assessment Tool

TH1 Leadership
Tallahassee

Insights to the Criteria for Performance Excellence

Norma Krech, Sterling Master Examiner
R Ledbetter & Associates

Objectives:

Understand how and why the Criteria continues to evolve

Learn how your organization's key success factors influence the importance and relevance of the Criteria

Discuss how the current Criteria applies to your organization

Takeaway:

2022-2023 Sterling Criteria Commentary

TH4 General
Captiva

Turning Data into Information to Drive Organizational Performance

Dr. Sampson Gholston, Sterling Master Examiner
University of Alabama in Huntsville

Objectives:

Learn the value of developing effective methods to select and use data and information and how to manage data, information and knowledge

Understand how to manage processes to achieve key organizational results and strategic objectives

Understand the importance of selecting comparative data

Takeaway:

Performance Management Tool

TH2 Managing for Excellence and Advanced Managing for Excellence
Miami

Building a Culture of Excellence

Cindy McClung, Director Continuous Improvement
The School District of Lee County

Objectives:

Understand the importance of workplace culture

Become familiar with tools that can assist with gauging workplace culture

Use a tool to assess and plan for improvement

Takeaway:

Assessing and Planning for Change Diagram

TH5 General
Daytona

Building and Assessing Your Team

Phil Centonze, Director of Performance Assessment, FloridaMakes
David Ferguson, Business Advisor, FloridaMakes

Objectives:

Understand the ten characteristics of teams

Learn how to determine behavioral types and their effects on teamwork

Discover the process to assess the stages of team evolution and effective leadership styles

Takeaway:

Behavioral Type Assessment * PERFORM Team Assessment

TH3 General
Sanibel

Achieving Organizational Performance Through a System of Shared Accountability

Roland Martinez, Deputy Direct
Florida Department of Health in Broward County

Objectives:

Learn how a comprehensive performance management system continuously monitors organizational performance at all levels

Demonstrate the interrelationship between the multiple segments of the organization and the link between individual and organizational performance

Learn about the importance of Shared Accountability and its impact in organizational communication and its role in reducing "silos"

Takeaway:

Managing Performance Using a Cascading Scorecard System Guide

TH6 General
Tallahassee

Sustainable Change by Design

Alaa El Halwagy, Sterling International Coach
Sterling International

Objectives:

Understand the integration of change management with business results

Learn how the Project Change Triangle ensures successful organizational change

Understand how change management contributes to organizational resilience

Takeaway:

Change Management Model

TH9 General
Captiva

Results: Understanding Your Organization's Performance for Effective Decision Making

Anthony Napolitano, Sterling Master Examiner
DTCC

Objectives:

Understand what to measure for your work systems and processes

Learn about trends and comparisons, and how to use them to set goals

Understand segmentation and how to use it to identify areas of high or under performance

Takeaway:

2018 Baldrige Recipient Responses to the Results Category

TH 7 Advanced Managing for Excellence
Miami

Organizational Culture: From a Theoretical Using Design Thinking to Ensure Customer Delight

Raina Knox, President and Chief Executive Officer
Erin McCoy, Director of Professional Services
Stratex Solutions

Objectives:

Identify the application of design thinking in the development and improvement of products and services

Learn how to use storytelling, person's, and empathy maps to connect to customer needs

Evaluate the success of strategies to improve customer engagement

Takeaway:

Guide for design tools, Template for Storytelling, persona's and empathy maps

Th10
Daytona

Gap Analysis for Strategic and Operational Applications

Bob Seemer, Chief Operating and Training Officer
ets, Inc.

Objectives:

Define gap analysis and when to use it

Review weaknesses in standard gap analysis applications

Analyze and apply gap analysis "best practice" techniques to a situation in your organization

Takeaway:

Gap Analysis Template for both Strategic and Operational applications

TH 8 General
Sanibel

The Red Bicycle Experience - Growing from Opportunities for Improvement (OFI's)

Victoria Dune-Chari, Assistant Vice President Operations & Transformational Excellence
Wellstar Kennestone and Windy Hill Hospitals

Objectives:

Learn from historical/cultural figures who have thrived from failures

Understand the Kubler Ross Model and the parallels of the stages when reading a Feedback Report

Learn skills to leverage organizational and individual learning from OFI's

Takeaway:

TBD

Th11 Leadership
Tallahassee

Strategy Advance - Transforming the Soft and Squishy into Action

John-Luke McCord, Consultant
Mariana Roidev, Director, Operations and Client Solutions
Xecutive Metrix Company

Objectives:

Discover how a mission creates meaning and a sense of calling

Learn how to poetically describe your vision with detail for ideal future, five years out

Understand how the soft and squishy elements of the Mission and Vision transform into portrait of your organization's strategy

Takeaway:

Mission and Vision Development Toolkit - Strategy Mapping Process Template - Integrated Blanked Scorecard/Strategic Initiative Tracking Template

TH 14 General
Captiva

Deliver Customer Value and Ongoing Organizational Success through Operations Management

Norma Krech, Sterling Master Examiner
R Ledbetter & Associates and Sterling International

Objectives:

Understand how operations provides effective and efficient methods to deliver products and services

Learn about components of operations that are often overlooked by organizations

Discover how to manage and improve work processes

Takeaway:

Process Control Template

Th 12 Managing for Excellence and Advanced Managing for Excellence
Miami

Leveraging Your Organizational Profile for Competitive Advantage

Dr. Laura McNeil, Senior Vice President
CitiGroup

Objectives:

Understand Organizational Profile Criteria and its relevance to your organization

Learn how to apply these Criteria to your organization to create strategic priorities

Understand how to apply the Organizational Profile to create your strategic advantage

Takeaway:

Organizational Profile Workbook

Th15 General
Daytona

Employee Coaching Should be Easier - Phrases and Questions to Get Employees Improving

Kevin Butanowicz, Human Resources Manager
Karen Aubry, Human Resources Manager

School District of Palm Beach County *2021 Governor's Sterling Award Recipient*

Objectives:

Understand the four types of coaching

Learn the process and mindset of having a successful coaching conversation

Demonstrate CLEAR Coaching model strategies

Takeaway:

CLEAR Coaching Guide for a successful one-on-one coaching conversation

Th 13 General
Sanibel

Workshop:

What did I learn?

How can I use the information from this presentation including the take away tool(s)?

How am I going to share the information I learned and with whom?

Who did I meet, and when will I follow up?

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KEYNOTE – GOVERNOR'S AWARD BANQUET - CELEBRATION
FRIDAY, JUNE 3, 2022

Registration Desk Open from 7:00 am – 1:00 pm

7:00 am – 7:45 am	**Continental Breakfast in the Sun Lobby**
11:25 am – 12:25 pm	**Closing Keynote**
12:25 pm -	**Lunch on your own**
5:00 pm – 6:00 pm	**Banquet Will Call**
5:30 pm – 6:30 pm	**Governor's Reception –** Sun Lobby
6:30 pm – 10:00 pm	**Governor's Sterling Award Banquet –** Sun Ballroom

KEYNOTE FRIDAY, June 3, 2022 11:25 AM - 12:25 PM
Mary Cheddie, SHRM-SCP
Divisional Director, East
Sun Ballroom

During this closing session, learn how to become a high performing leader - yes, it is so simple; but so very hard and most people just do not take the time or energy to become a high performing, excellent leader. We'll focus on valuing people and how everything we do is about people. You'll learn how to communicate, work with, and engage anyone, hear some insightful stories (yep, the good, the bad, and the just plain ugly) and become aware of immense resources from SHRM - that are at your fingertips. We'll have some laughs while we drive to become high performing leaders...this journey is never ending so get set to change your future!

Sterling Role Model Award Recipients

2019

Florida Department of Health
in Collier County
Governor's Sterling Award

WellStar Paulding Hospital
Georgia Oglethorpe Award
(1st Sterling Georgia
Oglethorpe Recipient)

Orange County Public Schools
Human Resources Division
Sterling Sustained Excellence Award
(2015 Governor's Sterling Award Recipient)

2020

USF Federal Credit Union
Governor's Sterling Award

Pinellas County Tax Collector
Governor's Sterling Award

Wellstar Kennestone Hospital
Georgia Oglethorpe Award

2021

The School District of Palm Beach County
Governor's Sterling Award

NOTES

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Divisional Director, East

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CONCURRENT SESSIONS	8:00 AM - 9:30 AM	CATEGORY	TRACK	ROOM
Managing with Facts for Leaders	ets, Inc.	Leadership & Measurement, Analysis, and Knowledge Management	Leadership	Tallahassee
Turn their Frown Upside Down - Understand the Essentials to Create a Focus on Customer Service Excellence	Sunstar Paramedics	Customer	Managing for Excellence	Miami
Emotional Intelligence - The Differentiating Factor in Leadership Effectiveness	Innovative Edge, Inc.	Leadership	General	Sanibel
Culture Starts with Your Hiring	USF Federal Credit Union	Workforce	General	Captiva
Knowledge Management - What, Who, and How	Florida Power & Light	Operations	General	Daytona
BREAK	**9:30 AM - 9:45 AM**			
CONCURRENT SESSIONS	**9:45 AM - 11:15 AM**	**CATEGORY**	**TRACK**	**ROOM**
Agility in Strategic Planning - Managing Change in the Internal and External Environment	Stratex Solutions	Leadership/Strategy	Leadership	Tallahassee
Engaging, Managing, and Developing Your Workforce	Hillsborough County Tax Collector's Office	Operations	Managing for Excellence	Miami
Aligning and Integrating Organizational Performance	Wellstar Paulding Hospital	Operations	Leadership	Sanibel
Grassroots Leadership - Empowering Your Workforce to Cultivate the Culture you Envision	Pinellas County Tax Collector's Office	Operations	General	Captiva
Charter Your Way to a Successful Project - Lifesaving Tips and Tricks	NextEra Energy	Workforce	General	Daytona
BREAK	**11:15 AM - 11:25 AM**			
Closing Keynote	**11:25 AM - 12:25 PM**	**Sun Ballroom**		
Lunch on Your Own	**12:25 PM - 2:00 PM**			
Banquet Will Call	5:00 PM - 6:00 PM	Sun Registration		
Governor's Reception	5:30 PM - 6:30 PM	Sun Ballroom Lobby		
30th Anniversary Governor's Sterling Award Banquet	**6:30 PM - 10:00 PM**	**Sun Ballroom**		
After Banquet Celebration	10:00 PM - Until...	Sun Ballroom		

KEYNOTE:

What did I learn?

How can I use the information from this presentation including the take away tool(s)?

How am I going to share the information I learned and with whom?

Who did I meet, and when will I follow up?

Managing with Facts for Leaders

Bob Seemer, Chief Operations and Training Officer
ets, Inc.

Objectives:

Discuss and identify the three types of measures for evaluating organizational performance

Review best practices for developing results oriented project action plans at all levels

Review and discuss an approach for standardizing operational processes to promote consistency and build trust with customers

Takeaway:

Checklist of 10 Criteria for evaluating measurement sytems and ensuring alignment with the Sterling Scoring Guidelines

F1 Leadership
Tallahassee

Culture Starts with Your Hiring

Ashley Pullon, Director of Human Resources
Christina Musial, Human Resources Manager
USF Federal Credit Union

Objectives:

Create Values-Based questions

Understand the long-term impact of Values-Based Hiring on your organization

Utilize Behavioral Seessment as a tool in Values-Based Hiring

Takeaway:

Values-Based Interview Guide 2 - Job Match/Team Match

F4 General
Captiva

Turn their Frown Upside Down - Understand the Essentials to Create a Focus on Customer Service Excellence

Debbie Vass, Sterling Master Examiner
Sunstar Paramedics

Objectives:

Learn the value of using various methods to listen to your customer groups to gain actionable information

Learn how customer expectations and requirements are infused into your daily operations

Understand how digging into root causes of customer dissatisfaction and complaints can be rewarding

Takeaway:

Customer Template and a Customer Template Example

F2 Managing for Excellence and Advanced Managing for Excellence
Miami

Knowledge Management - What, Who, and How

Chris Norton, Lead Quality Project Manager
Dara Hatten, Quality Deployment Leader
Florida Power & Light

Objectives:

Learn who has your organizational knowledge and are you willing to lose them

Understand your employee organizational knowledge is an asset

Learn how to transfer it to others now and in the future

Takeaway:

Form to plan capturing your Explicit and Tacit knowledge for transfer to other employees

F5 General
Daytona

Emotional Intelligence - The Differntiating Factor in Leadership Effectivenessl

April Frank, President
Innovative Edge, Inc.

Objectives:

Understand what Emotional Intelligence and Social Intelligence is and is not

Discuss five core E! competencies and their importance for leadership effectiveness

· Apply thesUnderstand the role of E! competence in resilience and navigating, leading, and manging change

Review finding from neuroscience on emotions and their impact on perception, brain function, focus and behavior, and the implications for sustaining interpersonal and leadership effectiveness

Takeaway:

Three reminder/reference tools that support development of foundational E! competency of self-awareness

F3 General
Sanibel

Agility in Strategic Planning - Managing Change in the Internal and External Environment

Dr. Raina Knox, President and Chief Executive Officer
Courtney Cole, Chief Technology Officer
Stratex Solutions

Objectives:

Learn the key elements you must build into your strategic plan to support agility in execution

Move beyond the retreat to execute and govern your strategic plan

Identify the changes in your internal and external environment to trigger the need to adjust your plan

Embrace a method for addressing complexity

Takeaway:

Guide to the key elements needed to ensure strategic planning agility and governance to support the ability to react to changes in the internal and external environments

F6 Leadership
Tallahassee

Grassroots Leadership - Empowering Your Workforce to Cultivate the Culture you Envision

Heather Leon, Human Resource Manager of Training
Pinellas County Tax Collector's Office

Objectives:

Take a strategic approach to leadership development programs and expectations

Review your current leadership culture and programs

Assess your organizational leadership strengths and weaknesses

Set the leadership culture vision and communicate it to your staff
Empower your workforce to meet and exceed your vision to move

Takeaway:

Checklist for analyzing their Organization's leadership development opportunities at all levels

F9 General
Captiva

Engaging, Managing, and Developing Your Workforce

Dawn Antinori, Sterling Master Examiner
Cindy Brislin, Sterling Master Examiner
Hillsborough County Tax Collector's Office

Objectives:

Learn how to identify and understand workforce requirements

Learn to manage workforce reactions to organizational change

Understand the alignment of workforce development and the achievement of Strategic Objectives

Takeaway:

Individual Development Plan Participant Guide

F7 Managing for Excellence and Advanced Managing for Excellence
Miami

Charter Your Way to a Successful Project - Lifesaving Tips and Tricks

Loretta Townsley, Quality Programs Director
NextEra Energy

Objectives:

Learn four important tips for a successful project

Use three of the most valuable Quality Tools

Understand project success measures

Practice the CMAIC methodology with a fun exercise

Takeaway:

Problem and Goal Statement Template

F10 General
Daytona

Aligning and Integrating Organizational Performance

Nichole Rydahl, Assistant Vice President of Operations
Wellstar Paulding Hospital

Objectives:

Describe the benefit of aligning and integrating problem solving with the organization strategic objectives

Apply A3 thinking: strategic and problem solving

Use standard work to apply A3

Takeaway:

A3 Template with Lean Tools

F8 General
Sanibel

2022 Sterling Board of Examiners Recognition June 3, 2022

Thank You to the 2022 Sterling Board of Examiners

Examiners

Alicia Allen, Wellstar Paulding Hospital
Sam Bailey, Wellstar North Fulton Hospital
Brandee Alexander, South West Florida Water Management District
Linda Byler, Wellstar Kennestone Hospital
Dana Chambers, Wellstar West Georgia Medical Center
Megan Clarke, Lee Memorial Health System
Jon-Paul Croom, Wellstar North Fulton Hospital
Johnette Davis, Wellstar Atlanta Medical Center
Teresa-Ann DeCrescenzo, Pasco County
Michelle Eddy, Southwest Florida Water Management District
Mariana Gattegno, Wellstar North Fulton Hospital
Karim Godamunne, Wellstar North Fulton Hospital
Almarys Gonzalez, Southwest Florida Water Management District
Norma Hepburn-Brown, Wellstar North Fulton Hospital
Olivia Hilliard, Florida Department of Health in Manatee County
Fleurette Joseph, Wellstar Paulding Hospital
Jackie Kalinowski, St. Lucie County Tax Collector's Office
Hannah Kuzlo, Southwest Florida Water Management District
Michael Leal, Georgia Department of Revenue
Michelle Leonard, Southwest Florida Water Management District
Nicole Lergier, Life Alliance Organ Recovery Agency
Jessica Lindsey, Lee Memorial Health System
Todd Longfellow, West Palm Beach VA Medical Center
Austin Mazur, West Palm Beach VA Medical Center
Catherine McCarthy, Pinellas County Tax Collector's Office
Sue McClung, Life Alliance Organ Recovery Agency
Christopher McKenzie, Wellstar North Fulton Hospital
Tima Midyette, Florida Department of Health in Manatee County
Vikki Montgomery, City of Tallahassee
Katie Moore, Lee Memorial Health System
Chika Odioemene, Wellstar Paulding Hospital
Thomas(Zach) Orr, Veterans Health Admin
Julie Page, Kennesaw State University
Anastasia Peele, Florida Department of Health in Manatee County
Lindsey Petrini, Wellstar North Fulton Hospital
Natalie Prato, City of Tallahassee
Babita Rani, West Palm Beach VA Medical Center
Anne Reed, Wellstar North Fulton Hospital
Alexandra Rios, Orange Auto Tag Agency
Rebecca Ruding, Lee Health System
Elizabeth Santiago, Department of Veterans Affairs
Angela Schoen, Wellstar Windy Hill Hospital
Gail Sikora, Wellstar Windy Hill Hospital
Denise Smith, Orange Auto Tag Agency
Darla Snowe, St. Lucie County Tax Collector's Office
Julia Spence, West Palm Beach VA Medical Center
Erica Steed, Wellstar North Fulton Hospital
Evan Talton, Wellstar Paulding Hospital
Allison Thomason, Wellstar Paulding Hospital
Brandon Thompson, USF Federal Credit Union
James Thompson, Alachua County Tax Collector's Office
Karin Vukovinsky, Wellstar Paulding Hospital
David Weih, Wellstar Paulding Hospital
Stefan Weitzel, Lee Memorial Health System
Marice Wilson, Wellstar Kennestone Hospital

Advanced Examiners

Jay Bertoch, City of Tallahassee
Jose Carmona, Community Health of South Florida, Inc.
Michelle Chou, Wellstar North Fulton Hospital
Courtney Cooper, Pasco County
Carline Denis-Barnes, Community Health of South Florida, Inc.
Preston Hendrickson, Wellstar Health System
Angela Holbrook, Pinellas County Tax Collector's Office
Yashodeep Jadhav, Envision Healthcare Services
Michael Johnson, Wellstar Cobb Hospital
Michelle Kimrey, Wellstar Kennestone Hospital
Brittney LaClair, USF Federal Credit Union
Diedra Lane, City of Tallahassee
Jarred Lightner, Wellstar Kennestone Hospital
Marcy McCraney, Pinellas County Tax Collector's Office
Nilda Meono Budhnarain, Pasco County
Mayra Morales, Miami-Dade County
Vanessa Rogers, Pasco County
Jessica Savidge, Town of Palm Beach
Felix Soto Izaguirre, Wellstar North Fulton Hospital
Eryn Worthington, Southwest Florida Water Management District

Senior Examiners

Zuzana Bobst, Pasco County
Rachel Carranza, Pinellas County Tax Collector's Office
Loreth Graham, Florida Department of Children and Families
Freda Lyon, Wellstar Health System
Juan Reyes, Community Health of South Florida, Inc.
Mark Stevens, Wellstar Paulding Hospital

Lead Examiners

Nilda Blanco, CareerSource Central Florida
Pamela Brockway, Florida Department of Children and Families
Robert Elliot, II, PSCU Financial Services
Jeffery Harris, Pasco County
Gordon Klein, Reflect Excellence LLC
Raina Knox, Stratex Solutions

Master Examiners

Monique Akanbi, SHRM
Dawn Antinori, Hillsborough County Tax Collector's Office
Mary Beth Corace, University of South Florida
Cindy Brislin, Hillsborough County Tax Collector's Office
Victoria Dune-Chari, Wellstar Health System
Amielee Farrell, Pasco County
Michael Gagnon, Nicklaus Children's Hospital
Sampson Gholston, University of Alabama in Huntsville
Robert Goehrig, Pasco County
Norma Krech, R Ledbetter & Associates
John Kueven, Wellstar Paulding Hospital
Bob Madeiros, Nature Coast Quality Associates, LLC
Laura McNeil, Citigroup
Sara Morrison, Florida Department of Health in Manatee County
Anthony Napolitano, The Depository Trust & Clearing Corporation
Nichole Solomon, Florida Department of Children and Families
Debbie Vass, Sunstar EMS
Michelle Weaver, Southwest Florida Water Management District

2021 Sterling's Examiner Excellence Award Recipient

Nilda Blanco, Lead Sterling Examiner,
CareerSource Central Florida

The Sterling Examiner Excellence Award is given annually to one Examiner who has demonstrated extraordinary service to the Sterling Council and the Board of Examiners. The 2021 Examiner Excellence Award was presented to **Nilda Blanco, CareerSource Central Florida**. She had served as an examiner for just three years. In her first two years she served on Governor's Sterling Award Assessments and in her first year was one of our "Rookies of the Year." In 2021, she was on the other side of a Governor's Sterling Award Assessment as an applicant. Once her site visit was finished, she immediately jumped from her own assessment and participated as an examiner in another assessment, even starting this work before her own assessment was completed. She is quite an outstanding examiner.

She also helps in other ways as well, by serving as a Judge in the 2021 Sterling Conference Team Showcase and in this capacity did another incredible job when asked to be a part of this team. This individual is truly one of our Sterling superstars.

Pictured from left to right: Steven Nguyen, Lisa Burby, Nilda Blanco, Mimi Coenen, Dyana Burk, Pam Nabors, Leo Alvarez

2022 Sterling Assessment Leaders

First Year Team Assessment Leaders:

Jay Bertoch, Results Lead

Nilda Blanco, Back-Up Team Lead

Amielee Farrell, Co-Lead

Jeff Harris, Team Lead

Raina Knox, Back-Up Team Lead

Mark Stevens, Back-Up Team Lead

Jay Bertoch **Nilda Blanco** **Amielee Farrell** **Jeff Harris** **Raina Knox** **Mark Stevens**

Team Leaders:

Monique Akanbi, Dawn Anitori, Cindy Brislin, Mary Beth Corace, Victoria Dune-Chari, Gordon Klein, Norma Krech, Bob Madeiros, Michelle Weaver, Nichole Solomon-Leader Coach

Back-Up Team Leader:

Sampson Gholston

Results Leaders:

Zuzana Bobst, Pamela Brockway, Michael Gagnon, Bob Goehrig, Freda Lyon, Anthony Napolitano-Results Coach

Sterling Examiner Years of Service Awards

Sterling Examiner Years of Service Awards are awarded to those Examiners who have reached milestones of continuous service with the Sterling Board of Examiners. This year the recipients are:

20 year Examiner

Laura McNeil

10 year Examiner

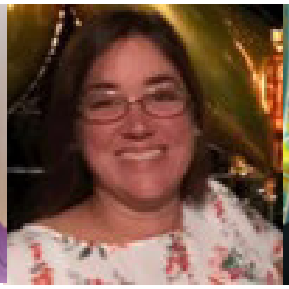
Sampson Gholston

5 year Examiners

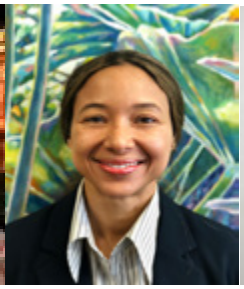
Rachel Carranza

Carline Denis-Barnes

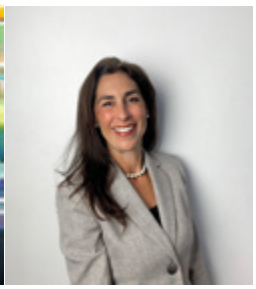
Loreth Graham



Marcy McCraney



Mayra Morales

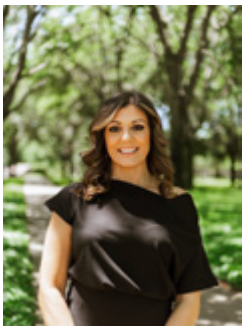


Jessica Savidge

2022 Sterling Assessment "Rookies of the Year"

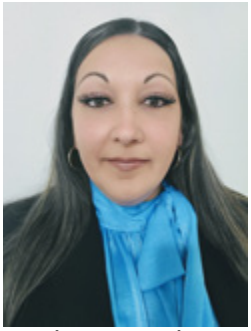
Brandee Alexander

Megan Clarke



Teresa DeCrecenzo

Michelle Eddy



Almarys Gonzalez

Michael Leal

Katie Moore

Brandon Thompson

Stefan Weitzel

Charles "Buddy" Wood

Brandee Alexander, Southwest Florida Water Management District Brandee met all criteria for Rookie of the year as required. Her specific areas of strength were her engagement in the process, her team player attributes, and her approaches to go above and beyond. Team activities can be intense and losing a team member in the midst of the site visit adds additional pressure. In addition to Brandee's willingness to take on additional effort to assist the team, her amazing attitude and team cheerleading approach supported team cohesion. She showed tremendous compassion to the team member who had to leave and helped the team pull together to acknowledge the departing team member. Effective teams benefit from diversity of experience. Sometimes it is the softer skills that support the best team and applicant outcomes.

Megan Clarke, Lee Memorial Health System
Megan's work, starting with Independent Evaluation all the way through to the Final Site Visit Comments was very thorough and well-written. She was able to translate the Sterling Criteria over to the organization's performance and decipher processes for legitimacy. Her understanding of the integration of the seven categories exceeded expectations for a first-year examiner. Megan was always timely with assignments and her calm temperament put people at ease during the interviews. Megan exhibited a positive "can-do" attitude and remained engaged throughout the entire process.

Teresa DeCrescenzo, Pasco County
Teresa DeCrescenzo served on a GSA/Oglethorpe assessment for her first year as a Sterling Examiner; however, her understanding of the Criteria and interviewing prowess was that of a much more experienced Examiner. As she grew in confidence through the process, she came to Site Visit week with the ability to assist other members of the team leading different categories. Often, Ms. DeCrescenzo was working quietly in the background to assist the other Category leads in her partnership with note taking, follow-up interview questions and comment writing. Ms. DeCrescenzo was able to explain the Criteria and ask meaningful questions during interviews with the applicant to ensure relevant information and feedback would be provided in the final report. Her ability to understand and see integration amongst the Organizational Profile and elements within other categories rivaled that of her more seasoned peers.

Michelle Eddy, Southwest Florida Water Management District
Michelle's work exhibited growth, starting with Independent Evaluation all the way through to the Final Site Visit Comments and was very thorough and well-written. As her knowledge grew, she was able to translate the Sterling Criteria over to the organization's performance and decipher processes for legitimacy. Her understanding of the integration of the seven categories exceeded expectations for a first-year examiner. Michelle exhibited a positive "can-do" attitude and remained engaged throughout the entire process.

Almarys Gonzalez, Southwest Florida Water Management District
Amy G fully engaged in all parts of the process. She reached out to team leads to make sure she was on track with the Criteria and her requirements. English is her second language and her ability to communicate both verbally and in writing were well beyond her three years of use. She understood the Criteria and integration of categories including results. Amy is a professional who exemplified a high-achieving, first-year examiner and team player.

Michael Leal, Georgia Department of Revenue
Michael served as our subject matter expert for the 2022 Assessment cycle. His knowledge of the industry coupled with his commitment to applying the Criteria, quickly became evident to the team as well as the applicant. Michael became our go-to guy for a deeper understanding of the business and he jumped into every category to ensure the feedback we were giving would be meaningful. He routinely went above and beyond to lend color to comments throughout the Assessment cycle. His involvement and commentary in all categories helped tie them together and led to a richer feedback report.

Katie Moore, Lee Memorial Health System
As a backup lead, I had the pleasure of witnessing Katie Moore exceed in developing an intuitive plan for Site Visit Inquiries by following guidelines based on her knowledge of the Criteria questions. It was apparent to the entire Sterling team that Katie exemplifies an Interviewing skill set of empathy that would be valued at any high performing organization. During our weekly Category 5 zoom meeting it became apparent Katie has a truly inquisitive nature that connected to the Assessment process understanding and the Applicants key business. During our site visit it was a pleasure to sit back and enjoy Katie being fully engaged in the process while connecting with the workforce where her interviewing skills humanized the Criteria questions. In short, as a first-year examiner, Katie was able to bring to life the Applicant's document during the site visit.

Brandon Thompson, University of South Florida Federal Credit Union Brandon performed superbly during the Assessment period. He was completely engaged from the assignment of Independent Evaluation all the way through Site Visit. He demonstrated excellent knowledge of Criteria; well beyond what would be expected from a first year Examiner. His professionalism with the team as well as the applicant was that of a veteran. Most notably, his thoughtfulness and business acumen were exceptional. Brandon is the most dedicated and capable first year Examiner that I have served with.

Stefan Weitzel, Lee Memorial Health System
As a first-year examiner, Stefan displayed exceptional knowledge of the Criteria for his assigned item (6.1 – Operations). Throughout the process, he was engaged and asked probing questions to fully understand the examination process. Using the knowledge he gained, he developed prudent questions for interviews, put interviewees at ease, and documented his comments succinctly and thoroughly. He remained engaged throughout the site visits process and offered valuable commentary for the other examiners as they were writing their final feedback comments. Additionally, he completed final feedback comments for item 6.2 when a team member dropped on the last two days of the site visit.

Charles "Buddy" Wood, Southwest Florida Water Management District
As a first-year examiner, Buddy displayed exceptional knowledge of the Criteria for his assigned category (2 – Strategy). Throughout the process, he was engaged and asked probing questions to fully understand the examination process. Using the knowledge he gained, he developed prudent questions for interviews, put interviewees at ease, and documented his comments succinctly and thoroughly. He remained engaged throughout the site visits process and offered valuable commentary for the other examiners as they were writing their final feedback comments.

NOTES

NOTES

USF Federal Credit Union

Improving Financial Lives One Member at a Time

Sala S.
Mortgage Lending Post-Closer

I love my credit union – we are like a family, especially in my department. I truly enjoy spending time with my team. Everyone at USF FCU is very knowledgeable, and I learn so much every day. USF FCU maintains a culture of inclusion, professional development, and friendship.

Congratulations Richard J. Skaggs, President/CEO and his dedicated team for earning this prestigious award.

My personal experience with USF FCU has been remarkable! From my first phone interview to my now 2-½ year tenure, I have nothing but positive things to say about my employment. USF FCU utilizes a "values-based" hiring approach. They truly care about who you are as a person, as much as what you bring to the table skill set wise. It's a truly AMAZING place to be part of and proud of!

M'Lu M.
Sr. Network Administrator

Lauria G.
Ass't Manager, Consumer Lending Operations

Our organization uses values-based practices to identify and inspire me. As a result, I am able to give my full self to the organization's efforts to deliver on the mission and vision. Practically speaking, I get a chance to grow and learn, make an impact to my teammates and be challenged to be better than I think I can.

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