



# *Sterling South Florida Summit*

## *Zoo Miami*

### *January 25th, 2024*



**Check in – 8:00 a.m. – 8:30 a.m.**

#### **KEYNOTE SPEAKER**

***Maria Nardi, Director***

***Miami-Dade County Parks, Recreation and Open Spaces Department***

***2023 Governor's Sterling Award Recipient***

#### ***The Importance of Organizational Culture***



With the ever-evolving changes occurring in today's work environment, having a clear well-established culture is critical to achieving long-lasting success and sustainability within your organization. Culture impacts everything from performance to how your company is perceived. Building a strong culture helps to guide decisions, provides consistency and direction, and ensures alignment and integration of values and goals. Culture provides a path to creating a workplace where employees feel a sense of purpose and motivation thus driving workforce engagement leading to ongoing organizational success.

#### **WHAT IS THE STERLING SOUTH FLORIDA 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.

Attendees will choose from nine workshops, with an opportunity to attend three workshops during the day. Each workshop session is 90 minutes of applied best practice learning. Speakers will share their expertise, facilitate a hands-on exercise, and provide a tangible take away tool or technique that you can use to improve your organization. Experience first-hand why attendees rate overall workshop satisfaction at 4.6 out of 5.

Join us at 8:00 am for check in with coffee and networking at this beautiful location, hosted by the Miami-Dade Parks, Recreation, and Open Spaces Department. Do not miss the wrap up of the day presented by their team of dedicated employees, who will be assisting you throughout the day.

### **WORKSHOPS • BEST PRACTICES • KEYNOTE SESSION**

**REGISTRATION FEE - \$259 per person (Includes Coffee and Lunch)**

**For more information visit [www.thesterlingcouncil.org](http://www.thesterlingcouncil.org)**

**or call (850)-922-5316.**



*Sterling South Florida Summit*  
*Zoo Miami*  
*January 25th, 2024*



**Zoo Miami – Florida Room**  
**January 25, 2024 – 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 / NETWORKING 8:00 – 8:30 A.M.</b>										
<b>8:30 a.m. Introduction &amp; Keynote</b>										
<b>Roland Martinez, Deputy Director</b> Welcome to Zoo Miami <b>Dione Geiger, President</b> Welcome to Sterling	Florida Dept. of Health in Broward County The Sterling Council									A
<b>Maria Nardi, Director</b> 2013 and 2023 Governor’s Sterling Award Recipient  <b>The Importance of Organizational Culture</b>	Miami-Dade County Parks, Recreation and Open Spaces Dept.									A
<b>9:30 am – 10:00 am Zoo Miami Animal Encounter</b>										
<b>10:00 a.m. – 11:30 a.m. Workshops</b>										
TBD	NextEra Energy									A
Performance Improvement Systems – A Leadership-driven Approach to Organizational Excellence	ets, Inc.									B
WHAT is STERLING and WHY Should I Care ?	Nature Coast Quality Associates									C
<b>11:30 – 11:40 Break</b>										
<b>11:40 a.m. – 1:10 p.m. Workshops</b>										
Continuous Improvement: The Path of Excellence	Miami-Dade County									A
Measures That Matter	Lee County Tax Collector’s Office									B
Process Improvement Roadmap – Selecting the Best Approach for any Process	ets, Inc.									C
<b>1:10 p.m. – 2:10 pm Lunch</b>										A
<b>2:10 p.m. – 3:50 p.m. Workshops</b>										
TBD	Florida Power & Light									A
Ignite Your Team: How to Impact Employee Engagement and Journey in Your Organization	Miami-Dade County Parks, Recreation, and Open Spaces Dept.									B
AI-Powered Excellence: Innovate, Elevate, Excel	USF Federal Credit Union									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>	Miami-Dade County Parks, Recreation and Open Spaces Department									A

