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
Leadership Accountability	Florida Department of Health in Broward County	Leadership	Leadership	
Finding Your Entrepreneurial Beast Mode	Moore	Leadership & Workforce	Advanced Leadership	
Creating an Environment to Drive Sustained Organizational Success	Florida Department of Children and Families	Leadership	Managing for Excellence	
Process Management	ets, inc.	Operations	Six Sigma Yellow Belt	
Introduction to Lean Process Management	FloridaMakes	Operations	Lean Project Leader	
Creating a Value Based Workforce	FBMC Benefits Management, Inc.	Workforce & Leadership	Workforce Focus	
Customer Engagement: You Had Me Before Hello	Stratex Solutions	Customer	Customer Focus	
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	
Technology Trends Improving the Workplace and Customer Service	223_Agency	Customer	General	
Establishing the Process and Culture for Effective Strategy Development	Western Maryland Health System	Strategy	General	
From Reactive to Proactive	ets, inc.	Operations	General	
Introduction to the Sterling Management System: An Integrated Approach to Performance Excellence	Sterling Master Examiner, Nature Coast Quality Associates, LLC	Sterling Process	General	
Measuring and Tracking Performance to Achieve Real Results	Miami Dade Parks, Recreation, and Open Spaces	Leadership	General	
CONCURRENT SESSIONS	**2:45 PM - 4:15 PM**	**CATEGORY**	**TRACK**	**ROOM**
Senior Leadership's Role in the Strategic Planning Process	Loxahatchee River District	Leadership	Leadership	
Agile Leadership: How to Lead in an Environment of Constant Change	Southern Illinois University	Leadership	Advanced Leadership	
How Strategic Plans Create Organizational Transformation & Focus	R. Ledbetter and Associates	Strategy	Managing for Excellence	
Process Flow Charts	ets, Inc.	Operations	Six Sigma Yellow Belt	
Fundamental Concepts & Essential Team Dynamics Session 1	FloridaMakes	Workforce & Operations	Lean Project Leader	
Leading Multigenerational Teams	Florida Department of Children & Families	Workforce & Leadership	Workforce Focus	
Customer Centric Organizations Never Stop Learning!	Sterling International/ Beyout Investment Group	Customer	Customer Focus	

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

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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
tbd	Orange County Public Schools, Human Resources Devision	Leadership & Customer	Leadership	
Systems Thinking: The Secret of Highly Successful Organizations	ets, Inc.	Leadership	Advanced Leadership	
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	
Lean Overview and Key Points	ets, Inc.	Operations	Six Sigma Yellow Belt	
Fundamental Concepts & Essential Team Dynamics Session 2	FloridaMakes	Workforce & Operations	Lean Project Leader	
Building Employee Engagement & Recognition through Effective Leadership	Florida Department of Children and Families	Workforce & Leadership	Workforce Focus	
Using Customer Service, Metrics, and CI to Drive Transformational Culture Change	The School District of Palm Beach County	Customer	Customer Focus	

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 Deparment of Children and Families	Leadership	General	
Emotional Intelligence: The Differentation Factor in Leadership Effectiveness	Innovative Edge, Inc.	Leadership	General	
Building a Culture of Excellence	The School District of Lee County	Leadership	General	
Seven Approaches for Achieving Performance Excellence	ets, inc.	Operations	General	
Organizational Culture: From a Theoretical Role to Practical Excellence	Sterling International/ Beyout Investment Group	Leadership	General	
Assessing Your Organization's Level of Performance Excellence	Sterling Master Examiners	Sterling Process	General	

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**	**Coquina**

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 Coral Springs; Charter Schools USA; Lutheran Services of Florida; WellStar Health Systems	Leadership & Operations	Leadership	
Becoming an Agent of Change	Tony Moore Speaks	Leadership & Workforce	Advanced Leadership	
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	
Collecting and Interpreting Data	ets, Inc.	Operations	Six Sigma Yellow Belt	
Process Assessment Using the Value Stream Map	FloridaMakes	Operations	Lean Project Leader	
Career Progression to Executive Leadership	City of Tallahassee, Underground Utilities	Leadership	Workforce Focus	
FPL Customer Service - Designing the Future Customer Experience	Florida Power & Light	Customer	Customer Focus	

KEYNOTE FRIDAY, JUNE 1, 2019 11:25 AM - 12:25 PM
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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	
How to Engage, Manage, & Develop you Workforce to Utilize its Full Potential	Hillsborough County Tax Collector's Office	Workforce	Managing for Excellence	
Key Analytical Tools	ets, Inc.	Operations	Six Sigma Yellow Belt	
Introduction to the Kaizen Problem-Solving Structure and Tools Part 1	FloridaMakes	Operations	Lean Project Leader	
A Leader's Guide to Managing a High Performing Team	The Drago Group	Workforce & Leadership	Workforce Focus	
Customer Service: One Size Does Not Fit All	WellStar Kennestone Hospital	Customer	Customer Focus	
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	
Optimizing Operations for Achieving Ongoing Organization Success	Citigroup, University of Phoenix	Operations	Managing for Excellence	
Process Improvement Using DMAIC	ets, inc.	Operations	Six Sigma Yellow Belt	
Implementation of Kaizen Part 2	FloridaMakes	Operations	Lean Project Leader	
Creating your Organization's Training and Development System	FBMC Benefits Management, Inc.	Workforce	Workforce Focus	
Customer Service for Front Line Employees	Pinellas County Schools, Retired	Customer/Leadership	Customer Focus	
BREAK	**11:15 AM - 11:25 AM**			
Closing Keynote	**11:25 AM - 12:25 PM**	**Mediterranean Ballroom**		
Lunch on Your Own	**12:25 PM - 2:00 PM**			
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	5:00 PM - 6:00 PM	Mediterranean Registration		
Governor's Reception	5:30 PM - 6:30 PM	Mediterranean Ballroom Lobby		
26th Annual Governor's Sterling Award Banquet	**6:30 PM - 10:00 PM**	**Mediterranean Ballroom**		
After Banquet Celebration	10:00 PM - Until…	Mediterranean 6-7		