



FLORIDA STERLING 27th Annual Conference

The Epicenter of Excellence

May 28-31, 2019



Wednesday, May 29, 2019 8:00 AM – 9:20 AM

Tony Moore, Tony Moore Speaks

There is a Better Way to Lead

- The Role Leaders Play in Establishing a Culture of Excellence
- Identify the Key Leadership Traits needed to Drive Performance Excellence
- Understand what Leaders Must do Every Day to Lead

WORKSHOPS • SPEED LEARNING • CERTIFICATION TRACKS

The Conference features 60 ninety minute, hands-on workshop sessions, 30 speed learning events, and 5 Certification tracks. The workshop tracks consist of eight unique time slots to learn and take away direct application in many areas of performance excellence. Feedback from our workshop sessions has sustained high levels of satisfaction and exceeded 4.6 out of 5 for overall satisfaction for six consecutive years.

The **five certification tracks** are some of our most popular opportunities as part of the conference experience. These certification tracks are: **Leadership, Advanced Leadership, Management for Excellence, Yellow Belt Six Sigma, and Lean Project Leader**. Over the past three years, we have certified over 500 people as part of our conference.

Workshop Topic Examples:

- Agile Leadership
- Building Employee Recognition and Engagement
- Change Management
- Employee Engagement
- Going On-Line with Your Organizational Assessment
- How to Establish a Customer Driven Culture



**Special Events: Tuesday, May 28, 2019
8:00 AM – 4:30 PM**

- **The Sterling Management System: A Framework for Achieving and Sustaining Performance Excellence**
- **Strategic Planning Summit – Action Planning to Ensure Success for Your Organization**
- **Healthcare Symposium – Developing Leadership Systems to Sustain Excellence**

Team Showcase • Story Boards • Exposition

Learn from high performing teams and storyboard presentations that demonstrate systematic improvement approaches. Visit our Exposition to learn from more than 40 vendors who will share their best practices and tools to help improve your business.

Friday, May 31, 2010

Darin Atteberry, City Manager, Fort Collins, Colorado
2017 National Malcolm Baldrige Award Recipient

Creating a Culture of High Performance in Municipal Government: Culture + Strategy = Results

- Can local government be great? Innovative? Leading edge? At the City of Fort Collins, we say yes! The City places a strong emphasis on Culture and Strategy in our quest towards excellence.
- Culture: We create an environment where capable, competent, passionate staff want to work
- Strategy: We co-create and systematically measure and monitor a comprehensive strategic plan



To register for any of these events, go to www.floridasterling.com



#We Are Sterling

Elevating organizational performance excellence.

MONDAY, May 27, 2019

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

TUESDAY, May 28, 2019

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
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 29, 2019

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 30, 2019

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 31, 2019

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.