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**Thursday, May 2 (Day 1)**

7:30 – 8:30am	<b>Registration/Breakfast/Networking/Visit Exhibitors</b>				
8:30 – 8:40am	<b>Welcome and Opening Comments</b>				
8:40 – 9:30am	<b>Opening Keynote: Jenn Lim, CEO &amp; Chief Happiness Officer, Delivering Happiness, and Consultant, Zappos</b>				
9:30 – 9:40am	<i>Interchange</i>				
<b>Rooms</b>	<b>Isanti 1</b>	<b>Isanti 2</b>	<b>Isanti 3</b>	<b>Owatonna</b>	<b>Anoka</b>
9:40 – 10:40am	<b>River's Edge Hospital &amp; Clinic</b> <i>Our Culture, Our Edge-Reducing Turnover and Increasing Engagement</i> Jackie Kimmet, and Janelle Rauchman	<b>Mankato Area Public Schools</b> <i>Continuous Improvement through the Lens of Strategic Roadmap</i> Sheri Allen	<b>City of Brooklyn Park</b> <i>Strategic Management and Improvement in the Public Sector</i> Jay Stroebel	<b>Mystic Lake</b> <i>Mystic Lake's Commitment to our Guest and Sustainability</i> Holland Tudor	<b>Intensive Learning Session</b> <i>Mentoring in Times of Change</i> Becky Lyons, PhD
10:40 – 11:00am	<i>Break &amp; Interchange</i>				
11:00 – 12:00pm	<b>Episcopal Homes</b> <i>How to Fail: Reenergize, Stumble, but Just Keep Moving Forward</i> Marvin Plakut	<b>University of St. Thomas</b> <i>The Integrity Imperative: How to Ensure an Ethical Culture</i> Nicole Zwieg Daly	<b>Communities of Excellence 2026</b> <i>Can Communities Parallel Organizations in the Journey to Excellence: Brookings, SD &amp; St. Cloud MN's Journeys</i>	<b>OrangeBall Creative</b> <i>BrandBounce Bootcamp: Leveraging the Power of a Strong Brand</i> Beau Nordby and John Gamades	
12:00 – 1:00pm	<b>Lunch</b>				
1:00 – 1:30pm	<b>Keynote: Kathy Raethel, CEO, Adventist Health Castle (Hawaii); 2017 Baldrige Winner</b>				
1:00 – 1:40pm	<i>Interchange</i>				
1:40 – 2:40pm	<b>Allina Health</b> <i>Allina Health's Improvement Journey to Whole Person Care</i> Molly Steffens	<b>Tri County Tech</b> <i>Vision is the Spark</i> Lindel Fields	<b>Visit Duluth</b> <i>Image is EVERYTHING – How Destination Marketing Impacts Your Business</i> Anna Tanski	<b>Allete/MN Power</b> <i>Building Trust in the Workplace</i> Dawn Johnson	<b>Intensive Learning Session</b> <i>Let's Get Intentional About Engaging People To Sustain Behavior Change</i> Paul Fjelsta, Accomplir
2:40 – 3:00pm	<i>Break &amp; Interchange</i>				
3:00 – 4:00pm	<b>Donor Alliance</b> <i>Designing Work Systems to Achieve Mission Impact</i> Grace Harcek	<b>Winona State University Rochester</b> <i>Implementing Strengths Based Leadership</i> Jeanine Grangeness, PhD	<b>State of MN Dept. of Admin</b> <i>Real Talk: Top Myths of CI</i> Geneva Martin and Cathy Beil	<b>Anderson Windows</b> <i>Invited</i>	
4:00 – 4:10pm	<i>Interchange</i>				
4:10 – 5:00 pm	<b>Closing Jeff Brown: Happy Employees Lead to Happy Customers – The ROI of Organizational Happiness</b>				
5:00 – 6:30 pm	<b>Happy Hour</b>				

**Friday, May 3 (Day 2)**

7:30 – 8:00am	<b>Breakfast &amp; Registration</b>				
8:00 – 8:10am	<b>Welcome &amp; Opening Comments</b>				
8:10 – 8:40am	<b>Opening Keynote: Lindel Fields, Superintendent &amp; CEO, Tri County Tech (Oklahoma); 2018 Baldrige Winner</b> <i>Be Bold</i>				
8:40 – 9:10am	<b>Keynote: C. Richard Panico, President &amp; CEO, Integrated Project Management Company, Inc. (Illinois); 2018 Baldrige Winner</b> <i>Essential Leadership: Inspiring Culture, Strategy, Execution &amp; Evolution</i>				
9:10 – 9:20am	<i>Interchange</i>				
<b>Rooms</b>	<b>Isanti 1</b>	<b>Isanti 2</b>	<b>Isanti 3</b>	<b>Owatonna</b>	<b>Anoka</b>
9:20 – 10:20am	<b>Crossing Home/Shield Financial</b> <i>Where do I Start? How to Start or Rethink your Process Improvement Journey</i> Gordon Decker	<b>Integrated Project Management, Inc.</b> <i>Accelerate Your Baldrige Journey using Project Management Best Practices</i> Dan Stark	<b>Association for MN Counties</b> <i>Cross-Sector Partnerships for Changing Times in Local Government</i> Heather Bandeen, PhD	<b>Strider Bike</b> <i>A Country Where all Kids Bike...</i> Brendan Murphy	<b>Intensive Learning Session</b> <i>The Leadership Essentials Toolkit – Developing Talent for Tomorrow’s Workplace</i> Tammy Krings, Conversations that Matter
10:20 – 10:40am	<b>Break &amp; Interchange</b>				
10:40 – 11:40am	<b>Healthcare/Service Roundtables</b>	<b>Education/Non Profit Roundtables</b>	<b>Government Roundtables &amp; Community of Practice</b>	<b>Manufacturing Roundtables</b>	
11:40 – 11:50am	<i>Interchange</i>				
11:50 – 12:20pm	<b>Keynote: Sue Dunn, CEO Donor Alliance (Colorado); 2018 Baldrige Winner</b> <i>Leveraging Mission and Relationships to Save Lives</i>				
12:20 – 1:20pm	<b>Lunch</b>				
1:20 – 1:50pm	Presentation of Performance Excellence Awards Governor Tim Walz (invited)				
1:50 – 2:40pm	<b>Closing Keynote: Stevie Ray, Executive Director, Stevie Ray Improv Co.: <i>Achieving Excellence through People</i></b>				
2:40 – 3:00pm	<b>Closing Comments</b>				



**LEVEL 1**