



Thursday, May 2 (Day 1)

7:30 – 8:30am	Registration/Breakfast/Networking/Visit Exhibitors				
8:30 – 8:40am	Welcome and Opening Comments				
8:40 – 9:40am	Opening Keynote: Jenn Lim, CEO & Chief Happiness Officer, Delivering Happiness, and Consultant, Zappos				
9:40 – 9:50am	<i>Interchange</i>				
Rooms	Isanti 1	Isanti 2	Isanti 3	Owatonna	Anoka
9:50 – 10:50am	River's Edge Hospital & Clinic <i>Our Culture, Our Edge-Reducing Turnover and Increasing Engagement</i> Jackie Kimmet, and Janelle Rauchman	Winona State University Rochester <i>Implementing Strengths Based Leadership</i> Jeanine Gangeness, PhD & Bethany von Stiengergs	City of Brooklyn Park <i>Strategic Management and Improvement in the Public Sector</i> Jay Stroebel	Mystic Lake <i>Mystic Lake's Commitment to our Guest and Sustainability</i> Holland Tudor	Intensive Learning Session <i>Mentoring in Times of Change</i> Becky Lyons, PhD
10:50 – 11:10am	Break & Interchange				
11:10 – 12:10pm	Episcopal Homes <i>How to Fail, Reenergize, Stumble, but Keep Moving Forward</i> Marvin Plakut	University of St. Thomas <i>The Ethical Impact of Principled Leadership</i> Nicole Zwiég Daly	Communities of Excellence 2026 <i>Can Communities Parallel Organizations in the Journey to Excellence: Brookings, SD & St. Cloud MN's Journeys</i>	OrangeBall Creative <i>BrandBounce Bootcamp: Leveraging the Power of a Strong Brand</i> Beau Nordby and John Gamades	
12:10 – 1:10pm	Lunch				
1:10 – 1:40pm	Keynote: Kathy Raethel, CEO, Adventist Health Castle (Hawaii); 2017 Baldrige Winner				
1:40 – 1:50pm	<i>Interchange</i>				
1:50 – 2:50pm	Allina Health <i>Allina Health's Improvement Journey to Whole Person Care – Why Safety Huddles Matter!</i> Molly Steffen	Tri County Tech <i>Vision is the Spark</i> Lindel Fields	Visit Duluth <i>Image is EVERYTHING – How Destination Marketing Impacts Your Business</i> Anna Tanski	Allete/MN Power <i>Building Trust in the Workplace</i> Dawn Johnson	Intensive Learning Session <i>Let's Get Intentional About Engaging People To Sustain Behavior Change</i> Paul Fjelsta, Accomplir
2:50 – 3:10pm	Break & Interchange				
3:10 – 4:10pm	Donor Alliance <i>Designing Work Systems to Achieve Mission Impact</i> Grace Harcek	Mankato Area Public Schools <i>Continuous Improvement through the Lens of Strategic Roadmap</i> Sheri Allen	State of MN Dept. of Admin <i>Real Talk: Top Myths of CI</i> Geneva Martin and Cathy Beil	Andersen Windows <i>CI Systems: Lessons Learned at Andersen Windows</i> Bob Kammann	
4:10 – 4:20pm	<i>Interchange</i>				
4:20 – 5:00 pm	Closing Jeff Brown: Happy Employees Lead to Happy Customers – The ROI of Organizational Happiness				
5:00 – 6:30 pm	Happy Hour				

Friday, May 3 (Day 2)

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