

**September 23, 2020 -- PENworks 2020**

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| 8:15am – 8:30am | **Welcome and Opening Comments** |
| 8:30am – 9:00am | **Beyond Grit: Embracing Passion & Perseverance to Gain the High Performance Edge***Dr. Cindra Kamphoff* |
| 9:00am – 9:15am | Break & Transition – Consider Visiting Exhibition Hall or thePEN Lounge! |  |
| 9:15am – 10:00am | **Intensive Session*****Leading with Resiliency in Turbulent Times*****Studer Education (formerly Pewaukee Schools, WI)***Dr. JoAnn Sternke* | ***Sustaining Your PI Journey – A Community Engagement Strategy at Excelsior Springs MO*****Communities of Excellence 2026***Stephanie Norling, Kim Halfhill, and Molly McGovern* | ***Rapid Planning: Using a Weekly Direction Setting Process*** **General Mills***Dan Maus & Collin Bonde* | ***Better Tomorrow than Today: Inclusion, Diversity and Racial Justice*****Circle of Friends, Rapid City***Malcom Chapman* | **PENLounge – Networking, Facilitated Sharing*****It’s a Marathon: Managing Stress, Staying Resilient***  |
| 10:00am – 10:15am | Break & Transition |  |
| 10:15am – 11:00am | ***MN Performance Excellence Award Winner Panel*****Austin Public Schools****MN Pollution Control Agency****Walden University, College of Mgmt.** | ***Managing Stress & Conflict, Staying Resilient, Navigating Grief and Maintaining Mental Health****Brianna Harrington**Anna Maravelas**Shannon Murphy Robinson* | ***Inclusion: It Doesn’t Happen by Accident*****Rochester Public Library***Audrey Betcher* | **PENLounge – Networking, Facilitated Sharing*****Best Practices in Communication w/a Virtual Workforce & Zoom Overload*** |
| 11:00am – 11:15am | Break & Transition – Consider Visiting Exhibition Hall or the PENLounge! |
| 11:15am – 12:15am | **Baldrige Keynote Journeys:Adventist Health White Memorial (CA), Illinois Municipal Retirement Fund (IL),****Mary Greeley Medical Center (IA), Alamo Colleges District (TX)** |
| 12:15am – 1:00pm | Break & Transition – Consider Visiting Exhibition Hall or the PENLounge! |
| 1:00pm – 1:30pm | **2019 Minnesota Quality Award Ceremony; Governor Walz invited** |
| 1:30pm – 1:45pm | Break & Transition – Consider Visiting Exhibition Hall or the PENLounge! |
| 1:45pm – 2:30pm | **Intensive Session*****Baldrige Panel –******Leading Through Crisis*****Adventist Health White Memorial, Illinois Municipal Retirement Fund, Mary Greeley Medical Center,****Alamo Colleges District***Moderator:* *Dr. JoAnn Sternke* | ***Performance Management Using Design Thinking*****Children’s Minnesota***Phil Zeccardi* | ***Co-Creating Government: How Innovation by Design is Transforming Hennepin County*****Hennepin County***Amy Schrempp and Khalid (Kay) Adam* | ***The Imperative for Diversity, Inclusion & Racial Equity*****Center for Economic Inclusion***Tawanna Black* | **PENLounge – Networking, Facilitated Sharing*****Why Baldrige? Why Now?******Surviving Today;******Thriving Tomorrow*** |
| 2:30pm – 2:45pm | Break & Transition – Consider Visiting Exhibition Hall or the PENLounge! |
| 2:45pm – 3:30pm | ***Community Collaboration*****Cradle to Career*****Julie Brock*** | ***Ensuring Employee Wellness & Employee Engagement in These Challenging Times*****3M***Dr. Oyebode Taiwo* | **PENLounge – Networking, Facilitated Sharing*****Exploring How PEN Can Support Your Organization***  | **PENLounge – Networking, Facilitated Sharing*****Diversity, Equity, Inclusion*** |
| 3:30pm – 3:35pm | Break & Transition |
| 3:35pm – 4:10pm | ***Creating a Culture of Winners******Coach PJ Fleck,*** *Head Coach, Minnesota Gophers Football Team* |
| 4:10pm – 4:40pm | **Learning Disguised as Entertainment: Laughter is the Best Medicine*****Performed by Theatre of Public Policy*** |
| 4:40pm – 4:45pm | **Closing Comments** |
| 4:45pm – 5:30pm | **PENLounge** Virtual Happy Hour, Visit Exhibitors |