

**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 | | | | |