** PENworks 2021 Speaker and Session Overviews**

**Ross Bernstein – Keynote Address**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***8:30 am – 9:00 am*** | ***The Champion’s Code: Winning Today & Tomorrow*** | ***Ross Bernstein*** | ***Ross Bernstein Speaking*** | ***Keynote*** | *Links added week of conference for attendees* |
| **Session Overview:** | Ross’ signature keynote, “The Champion’s Code,” is based on more than six years of research that resulted in two critically acclaimed series of sports-business books. The first examines how and why certain teams win world championships, while the other chronicles the unwritten and unspoken rules in the world of sports, or “codes” as they are known, which explores the fine line between cheating and gamesmanship — and the ethical consequences involved when that line is crossed. Ross interviewed more than 1,000 professional athletes and coaches for the six books and along the way he saw some fascinating trends, patterns, metrics and analytics develop among certain peak performers who possessed a very unique DNA. For these special individuals, or “champions,” it wasn’t always about winning: it was about following their moral compass’s in order to play the game the right way — with respect — in order to achieve success. Weaving inspirational stories and poignant life lessons from the world of sports, along with success stories and best-practice ideas of businesses and executives who he has worked with — Ross challenges his audiences to think about the differentiators they possess, which would ultimately lead customers to choose to do business with them or be influenced and led by them. At the core of his message is the simple fact that we like to do business with people who we trust, who we like, and who just “get it” — CHAMPIONS. Ross’ message reinforces the fact that individuals win games, but TEAMS win championships. Momentum, roles, buy-in, motivation, consistency, sacrifice, trust, failure, chemistry, culture, work-ethic, innovation, karma, and being humble — they’re all a part of what it takes to become the best of the best — a champion both on and off the field. So... who are the CHAMPIONS in your organization? Ross’s PASSION and ENERGY are contagious. Come explore what creates a winning team – today and tomorrow! |
| **Speaker(s) Bio(s):** | The best-selling author of nearly 50 sports books, Ross Bernstein is an award-winning hall of fame peak-performance business speaker who’s keynoted conferences for Fortune 500 companies on ALL SEVEN continents for audiences as small as 10 and as large as 10,000. Ross and his books have been featured on thousands of television and radio programs including CNN, FOX News, “CBS This Morning,” MSNBC, Bloomberg and ESPN, as well as in the Wall Street Journal, New York Times and USA Today |
| **Org Profile:** **Logo  Description automatically generated** | Ross speaks at over 100 live events per year — from Fortune 500 sales groups, to franchise leadership summits, to large association conferences — his program is high energy, funny, and packed with valuable content. There are reasons certain teams win consistently, whereas others don't... and Ross explains why.As an author and working member of the media Ross has spent the past 25 years in locker rooms, press boxes, sidelines, and dugouts studying the DNA of hall of fame athletes and championship teams. As a speaker, his superpower is taking that wisdom and sharing it with his audiences in a unique way that allows them to think and perform differently… like champions.Inspired by the "Good to Great" concept of how the best companies are able to separate themselves from the rest of the pack through servant leadership, by creating a culture of excellence, and by giving extraordinary customer service, Ross weaves poignant stories from the world of sports, along with fascinating case studies of companies who he has worked with — and then shares best practice ideas on ways to increase sales, overcome disruption, harness creativity, generate momentum, and ultimately build stronger relationships. Give him a call, he’d love to be a member of YOUR team for the day! |
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| **Slides:** | **Due September 10th** |

*To view the next session, please continue to the next page.*

**Kelsey May, MESA Products & Jerry Agnes, Elevations Credit Union – Intensive Learning Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***9:15 am – 11:00 am*** | ***Creating a “People First” Culture Using a Process Based Approach******A Framework for Organizational Resiliency*** | ***Kelsey May & Jerry Agnes*** | ***MESA Products & Elevations Credit Union*** | ***Intensive*** | *Links added week of conference for attendees* |
| **Session Overview:** | **MESA** recognizes that the key to creating a strong and positive organizational culture is by genuinely valuing our team members and cultivating employee engagement at all levels. Building a culture does not happen by accident. We use a process-based approach to drive engagement, evaluate satisfaction, and understand our workforce needs. This process is based on our strategic planning framework and is designed to adapt to our results throughout the year.Learn about **Elevations Credit Union’s** deployment of the Baldrige framework during the depths of the Great Recession and, after submitting their first application, how they became a recipient of the award in 2014.  Upon becoming eligible, Elevations Credit Union immediately submitted their next application during a global pandemic and another worldwide recession to become a two-time Baldrige recipient, evidencing how the Baldrige framework instilled organizational resiliency into this non-profit financial cooperative. |
| **Speaker(s) Bio(s):****A smiling person wearing glasses  Description automatically generated with low confidence**Profile photo of Gerry Agnes | **Kelsey May** started with MESA in 2013 after graduating from the University of Tulsa College of Law. She has served as a Malcolm Baldrige National Quality Award Examiner, an Oklahoma Quality Award Examiner, an ISO 9001:2015 internal auditor, and is certified through the industry association AMPP (Association for Materials Protection and Performance). Kelsey volunteers as a CASA advocate for foster children and lives in Tulsa, Oklahoma.**Gerry Agnes**, President and CEO, Gerry joined Elevations as its CEO in 2008. He directs the credit union’s strategic objectives, which focus on employee engagement, a loyal membership and superior financial performance. In the midst of the financial crisis of 2008, he led the charge to pursue the Malcolm Baldrige National Quality Award, a highly competitive U.S. presidential award that recognizes organizations for performance excellence. The Baldrige effort rallied the Elevations team to outperform both in-market competitors and credit unions nationwide, and in 2014, Elevations was named a Baldrige Award recipient by U.S. Secretary of Commerce Penny Pritzker. Elevations went on to receive a second Baldrige Award from U.S. Secretary of Commerce Wilbur Ross during the 2020 pandemic, becoming the first two-time recipient in Colorado history and only the ninth two-time recipient in the history of the award. In 2015, Gerry was named CUES Outstanding Chief Executive, and in 2016, Gerry was named Mountain West Credit Union Association’s Credit Union Professional of the Year and Boulder Chamber’s Business Person of the Year. In 2020, Gerry received the Baldrige Foundation Award for Leadership Excellence.Gerry is a CPA with 36 years of professional experience and held positions as president, COO and CFO at various community financial institutions in California. He holds a bachelor’s degree in business administration and accounting from California State Polytechnic University, Pomona. Governor Hickenlooper appointed Gerry to Colorado’s Financial Services Board in August 2015, and Governor Polis reappointed Gerry to the Board in June 2019, on which he continues to serve. In 2019, Secretary Ross appointed Gerry to the Board of Overseers for the Malcolm Baldrige National Quality Award. Also in 2019, he was appointed to the Federal Reserve Bank of Kansas City’s Community Depository Institutions Advisory Council, the Credit Union National Association’s CEO Council Executive Committee and the CUES® Board of Directors. Gerry is also a board member of Elevations Foundation and a member of the Board of Elders of Calvary Bible Church in Boulder. |
| **Org Profile:** **Logo, company name  Description automatically generated** | **MESA** provides products and services to control or prevent corrosion and/or to maintain the structural integrity of assets, which are primarily steel pipelines, storage, and processing facilities supporting the nation’s energy infrastructure. Products and services are mostly related to an electrochemical form of corrosion control called cathodic protection (CP). With 2019 revenue of $90 million and a workforce of 260 employees, MESA is headquartered in Tulsa, OK.**Elevations Credit Union** just became a two-time recipient of the only U.S. presidential honor for performance excellence. An independent team of examiners found Elevations to be best in class for continuously improving our products and services for members. |
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| *Web Address:* | <https://mesaproducts.com/> |
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| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** | *This session is sponsored by Momentum and facilitated by Michael Garner.**Please visit Momentum’s Virtual Exhibitor Booth (Booth #7) and see how Michael can help you and your organization.* |

*To view the next session, please continue to the next page.*

**Bryon Tonnis, Bent Paddle Brewing – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***9:15 am – 10:00 am*** | ***Cutting Through the Noise: How the Pandemic Helped us Clarify Our Vision Forward*** | ***Bryon Tonnis*** | ***Bent Paddle Brewing*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | The COVID effect                65% instant drop in revenue                Bars/Restaurants Closed                Taproom To-Go only What we did first (How do we survive)                Cut Expenses                Pour everything into packaged beer for liquor stores (Not sustainable)                Cash Flow projections Looking back to find a path forward (clarified priorities)                Community (Front Line workers + To-Go sales Safety)                Employees (Keep them employed WITH benefits + a safe work environment)                Relationships (vendors, neighborhood partners, Industry)                Core Values                What made is successful when we started? Looking forward                Concentrate on what you can control                Stick to your core values (they carry you through thick and thin)Lifestyle company and stability |
| **Speaker(s) Bio(s):****A person holding a can  Description automatically generated with low confidence** | **Bryon Tonnis***Co-Founder / CEO + Director of Brewing Operations*Bryon is originally from La Crosse, Wisconsin. Bryon attended UMD, where he met his wife and fellow co-founder Karen in 1996. Bryon brewed professionally for 13 years prior to opening Bent Paddle. He started his brewing career in the Twin Ports area at Twin Ports Brewing Co. (now Thirsty Pagan). In 2004 he received his International Diploma in Brewing Technology from the Siebel Institute of Technology and World Brewing Academy, a combination program out of Chicago, Illinois and Munich, Germany. In 2005 he entered the Head Brewers Apprenticeship Program at the Rock Bottom Brewery in Portland, Oregon for training to become a Head Brewer at Rock Bottom Brewery in Minneapolis. He held this position for 7 years, and won a GABF silver medal for his Bastogne Blond Ale in the French/Belgian Ale category.Bryon manages all aspects of day-to-day brewing operations at Bent Paddle to ensure optimal efficiency, profitability and production management. He is in charge of raw material contracts and inventory, equipment acquisition and installation, production scheduling, recipe development, financial forecasting and sales strategy. Bryon has been actively involved in the Minnesota Craft Brewers Guild since 2005 where he served on the board of directors as well as acted as festival committee chair. Bryon's two greatest passions; paddling in the BWCAW and brewing, is how Bent Paddle got it's name. Bryon also enjoys skiing, hiking, biking, and anything in the fresh air of the great outdoors |
| **Org Profile:** Text  Description automatically generated | Bent Paddle Brewing Co.® is a 30-barrel production craft brewery and taproom located in the beautiful northern Great Lakes port town of Duluth, Minnesota. The brewers of Bent Paddle Brewing Co.® use the amazing water of Lake Superior to brew the freshest and most dependable craft beer possible. Lake Superior is 10% of the worlds fresh surface water and 100% of our beer is made with that water. It is incredibly soft and mimics the water of Pilsen, Czech Republic, the birthplace of Pilseners. Our flagship beers, as well as specialty seasonal offerings, are available in varied keg sizes as well as 12 & 16 oz. cans at bars, liquor stores, restaurants and event facilities throughout Minnesota and beyond, as well as by the glass or 32 oz. crowler or 64oz. growler to go in our on-site taproom.It is our goal at Bent Paddle Brewing Co.® to produce beers that “Bend the Tradition” of the classic style that they represent. We strive to make drinkable, balanced beers with an edge of inventiveness for all beer lovers to enjoy. The 30-barrel Bent Paddle Brewing Co.® brewhouse and fermenters were crafted by our friends at Diversified Metal Engineering (DME) out of Prince Edward Island in Canada. |
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| **Slides:** | **Due September 10** |
| **Session Sponsored & Facilitated by:****Graphical user interface  Description automatically generated with medium confidence** | *This session is sponsored by The Conversations That Matter and facilitated by Tammy Krings.**Please visit The Conversation’s That Matter’s Virtual Exhibitor Booth (Booth #5) and see how Tammy can help you and your organization.* |

*To view the next session, please continue to the next page.*

**Hazelden Betty Ford Team - Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***9:15 am – 10:00 am***  | ***HBFF Team Reaches 1.21 Gigawatts: In the Next 5 days, We're Sending you Back to the Future!*** | ***Scott Palmer and team*** | ***Hazelden Betty Ford Foundation*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | Virtual treatment for substance use was on the strategic horizon for Hazelden Betty Ford Foundation (HBFF), until COVID caused them to reach 1.21 gigawatts within 5 days!  Join us to learn more about the **strategy, tools, and process** the team used to accelerate the organization’s goals in response to the urgent need to change.  The conversion to virtual treatment allowed HBFF to continually provide support, as well as grow and expand, virtual services to patients, families, and communities that were suffering, isolated, and impacted by the pandemic. |
| **Speaker(s) Bio(s):****A bald person in a suit  Description automatically generated with low confidenceA close-up of a person smiling  Description automatically generated****A person smiling for the camera  Description automatically generated with medium confidenceA person with blonde hair  Description automatically generated with low confidence** | The HBFF Strategic Initiatives and Process Improvement team is multi-disciplinary group that works along the entire strategy-execution continuum adding value by devising organizational strategy, consulting on complex business challenges, launching new business ventures and improving processes.  Collectively the team has 39 years of experience at HBFF and 68 years of experience in health care.  ***Team Members:*****Scott Palmer,** MBA, MS, LSSBB, PMPExecutive Director of Strategic Initiatives & Process Improvement**Danielle Kretman**, BS, LADC, PMP, LSSYBStrategic Initiatives Project Manager**Paula Burnett**, BS, LSSYBContinuous Improvement Coach**Mara Schimek**, BS, LSSBB, PMPContinuous Improvement Coach |
| **Org Profile:** **Logo, company name  Description automatically generated** | Established in 1949 on lakeside acreage in Center City, Minnesota, the Hazelden Betty Ford Foundation had its beginnings in a compassionate, holistic and forward-thinking approach to the disease of alcoholism. Today, the Hazelden Betty Ford Foundation is recognized as the world's leading nonprofit organization singularly focused on providing healing and hope to individuals, families and communities affected by addiction to alcohol and other drugs.  Increasingly serving over 25,000 patients and families, offering services with various levels of care at in 16 in-person locations, and 17 states virtually across the United States. |

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| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:****A picture containing text, sign  Description automatically generated** | *This session is sponsored by The Lean Six Sigma Company and facilitated by Edwin Boon.**Please visit The Lean Six Sigma Company’s Virtual Exhibitor Booth (Booth #3) and see how Edwin can help you and your organization.* |

**Laura Grunloh, State of Minnesota DNR - Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***9:15 am – 10:00 am*** | ***Using an Internal Assessment to Inform Future Work Opportunities*** | ***Laura Grunloh*** | ***Minnesota Department of Natural Resources*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | Laura was recently the project manager for a “telework learning” team charged with researching what was learned from the COVID-19 experience and associated operational changes for the agency. She will share her perspective on how continuous improvement methods can be incorporated in future adaptations to support human wellbeing, efficiency and effectiveness. |
| **Speaker(s) Bio(s):****A picture containing tree, outdoor, person, grass  Description automatically generated** | Laura Grunloh is the continuous improvement and wellbeing coordinator for the Minnesota Department of Natural Resources. Her background in public health and experience with process improvement helps her to approach improvement opportunities as a way to support human wellbeing as well as efficiency and effectiveness. |
| **Org Profile:** **Logo, company name  Description automatically generated** | The DNR is committed to creating a healthy, sustainable, and livable Minnesota for you. We are dedicated to protecting and managing land, water, fish and wildlife -- and providing access to outdoor recreation opportunities. |
| **Contact Info:** |  |
| *Web Address:* | <https://www.dnr.state.mn.us/> |
| *Linked In:* | <https://www.linkedin.com/in/lauragrunloh/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:****Text  Description automatically generated** | *This session is sponsored by Strategic Improvement Systems and facilitated by Charles Liedtke.**Please visit Strategic Improvement Systems’ Virtual Exhibitor Booth (Booth #2) and see how Charles can help you and your organization.* |

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**Rob Karwath, The Civility Project - Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***9:15 am – 10:00 am*** | ***The Civility Project: Increasing Civility in Our Organizations & Communities*** | ***Rob Karwath*** | ***North Coast Communications*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | The best way to determine what a community (or organization) wants is to listen to what its people have to say. This is a fundamental principle of democracy. Disagreements can lead to healthy debate, which brings new information and ideas to light. When a particular issue strikes at the fundamental beliefs of a group or individual, the debate can be especially fierce. In these situations, it becomes more important than ever to practice civility. The purpose of the ***Speak Your Peace Civility Project*** is to urge the citizens of the Duluth/Superior area to communicate in a more respectful and effective way. This is not a campaign to end disagreements. It is a campaign to improve public discourse by simply reminding ourselves of the very basic principles of respect. And these days, we could all use techniques to increase levels of civility.Join Rob Karwath to explore the Civility Project, a project led by the Duluth Superior Community Foundation. Rob will share some of the tools used to promote more civility – simple tools like listening, being inclusive, showing respect, apologizing, taking responsibility. Each of nine simple tools come from P.M. Forni’s book *Choosing Civility* – and can be practiced and perfected by leaders, professionals, and citizens to promote more civility, reduce conflict and toxicity, and create a better experience for everyone. |
| **Speaker(s) Bio(s):**Rob Karwath | **Rob Karwath**, President & CEO of North Coast Communications, brings 25 years of leadership in print, online and broadcast media, including at the Chicago Tribune, WGN television and the Duluth News Tribune. Rob served in a number of roles at the Chicago Tribune, including Political Editor, Sunday Editor, Development Director, Business Editor and Innovation Editor. He led the Duluth News Tribune as Executive Editor. Rob has extensive experience in television news, working in front of the camera and behind the scenes at WGN in Chicago as well as anchoring the nightly News Tribune segment on Fox 21 News in Duluth.North Coast Communications collaborates with the Duluth Superior Community Foundation on The Civility Project. |
| **Org Profile:**  | Speak Your Peace Civility Project is a program of the Duluth Superior Community Foundation. It is not a campaign to end disagreements. Rather, it is a campaign to improve communication by reminding ourselves of the very basic principles of respect. DSCF was established in 1983 by visionary community leaders. We are a collection of hundreds of endowed funds established by individuals, families, private foundations, and businesses to enhance the quality of life in our region. Since our inception, we have distributed more than $60 million in grants and scholarships and currently administer over 430 different funds, each with its own charitable purpose.  |
| **Contact Info:** |  |
| *Web Address:* | <http://www.dsaspeakyourpeace.org/about.html><https://www.dsacommunityfoundation.org/> <http://www.northcoastcommunications.com/>  |
| *Linked In:* | <https://www.linkedin.com/in/robkarwath/>  |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** | *This session is sponsored by New Dawn Consulting and facilitated by Dawn Beck.**Please visit New Dawn Consulting’s Virtual Exhibitor Booth (Booth #4) and see how Dawn can help you and your organization.* |

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**Matt Cornwell & Marta Karlov, American Family - Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***10:15 am – 11:00 am*** | ***IGNITING Excellence: Blending Lean, Innovation, & Agile*** | ***Matt Cornwell & Marta Karlov***  | ***American Family Insurance*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | American Family has been successfully implementing Lean for the past seven years with the guidance of a team of centralized coaches. As the organization began to mature in its use of Lean, we recognized the need for innovation processes for customer centric design and redesign of processes and products. We felt a similar need for Agile adoption to bring these new products and processes from design to reality. In many companies, implementing these frameworks at the same time leads to overlap, conflict, and confusion. We believed that we could overcome these pitfalls to use them all together in a complementary and aligned way. In this session, we will share how we used our own tools to experiment our way to a new model that is aligned under common principles but remains flexible enough to provide value from new product and process discovery and design, through their build-out, and eventual operationalization and ongoing management. You will be provided with real life examples that you can use to expand the breadth of your continuous improvement team’s impact. |
| **Speaker(s) Bio(s):****A person smiling for the picture  Description automatically generated with low confidence****A person smiling for the camera  Description automatically generated with medium confidence** | **Matt Cornwell**, Ignite Associate Vice President. Matt leads a team of coaches who support American Family’s cultural and digital transformation. The Ignite team uses elements of lean, lean startup, design thinking, and agile to help the organization drive both incremental and sustaining innovation. Ignite engagements help teams to empower employees closest to the customer, align across teams, innovate, increase agility, and use data to drive experimentation. Efforts led through the Ignite team have helped transform the work of over 10,000 employees at American Family and have resulted in over a quarter of a billion dollars in implemented improvements.In his sixteen years at American Family, Matt has held leadership roles in continuous improvement, enterprise strategy, corporate planning, change management, and executive administration functions. Matt started his career at Textron as an industrial engineer responsible for efficiency, quality, and safety of production lines, and later served as six-sigma black belt leading improvement initiatives internationally in the manufacturing, financial services, and aerospace industries. Matt has been active in the lean community through knowledge sharing at speaking events and workshops across the country. He has also used Ignite tools and principles to help drive innovation and improvement outside of the corporate world including in support of nonprofits such as the Dane County United Way, The Madison Children’s Museum, and the SEED Spot social entrepreneur accelerator; and by stepping out of his American Family position temporarily in 2020 to provide embedded support for the State of Wisconsin Department of Health Services COVID Testing and Vaccine Task Forces.**Marta Karlov,** *Ignite Manager.* In her current role at American Family Insurance Marta leads a team of internal consultants who teach and coach ways of working that optimize quality and efficiency to enterprise IT teams and leaders. From 2012 to 2018 Marta served as Education Director at Catalysis, a nonprofit consulting firm, where she consulted with healthcare organizations in the U.S., Canada, and South Africa and designed a broad range of services, including customized and public training, executive coaching, and multi-year lean transformation frameworks. Prior to joining Catalysis, Marta held various positions at ThedaCare, a healthcare system in Northeast Wisconsin. As a coach she worked alongside operation leaders to deliver breakthrough improvements in multiple settings, including outpatient family clinics, homecare, assisted living, and musculoskeletal services. As operations manager for rehab services for 120 team members in three hospitals and five clinics, Marta drove results through process improvement activities enabled by a lean management system. She also held various roles in marketing at IBM in Chicago, Illinois, and in Bogota, Colombia. Marta served as faculty for the American College of Healthcare Executives for five years and as adjunct faculty at Ohio State University, coaching students in the Master of Business in Operational Excellence program through their capstone projects, for six years.  |
| **Org Profile:** **Logo, company name  Description automatically generated** | Based in Madison, Wisconsin, [American Family Insurance](https://www.amfam.com/) has been serving customers since 1927. We inspire, protect and restore dreams through our insurance products, exceptional service from our agency owners and employees, community investment and creative partnerships to address societal challenges. We act on our belief in diversity and inclusion by constantly evolving to meet customer needs and preferences. American Family Insurance group is the nation’s 13th-largest property/casualty insurance group, ranking No. 232 on the Fortune 500 list. The group sells American Family-brand products, primarily through exclusive agency owners in 19 states. The American Family Insurance group also includes [CONNECT](https://www.connectbyamfam.com/), powered by American Family Insurance, [The General](http://www.thegeneral.com/), [Homesite](http://www.homesite.com/) and [Main Street America](https://www.msagroup.com/). Across these companies the group has more than 13,500 employees nationwide. |

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| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** |  |

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**Joel Jundt, South Dakota DOT - Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***10:15 am – 11:00 am*** | ***Implementation of an External Communications Plan*** | ***Joel Jundt*** | ***South Dakota Department of Transportation*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | South Dakota Department of Transportation **(**SDDOT) has a long history of seeking customer and stakeholder feedback to ensure needs and requirements are being met. While surveys have provided good information and some actionable improvements, there has been an identified gap about how to truly drive necessary improvements. In 2020 a formal external communication plan was developed to provide a strategic approach to actionable improvements. Through the implementation of this strategic external communication plan, SDDOT is intentional and targeted in communication with our stakeholders (both internal and external). The SEC is designed to actively utilize customer feedback to provide greater communication in terms of both quality and quantity. The session will include an overview about SDDOT’s process to research, design, and implement a strategic external communication plan. |
| **Speaker(s) Bio(s):****A person in a suit  Description automatically generated with medium confidence** | **Joel Jundt,** Secretary of the South Dakota Department of Transportation (DOT). Joel has long been respected throughout the industry and has dedicated his life to promoting transportation access and opportunity in South Dakota. He has proven himself to be the leader who can spearhead the future of mobility here in South Dakota. A native of Rapid City, Jundt graduated from South Dakota School of Mines in 1985 with a degree in civil engineering. He has been a part of the DOT for his entire career, starting as a road design engineer and working his way up to be Rapid City region and operations engineer, director of planning and engineering, and deputy secretary.  |
| **Org Profile:****Logo, company name  Description automatically generated** | ***Our Mission***To efficiently provide a safe and effective public transportation system.***Our Vision***Better lives through better transportation by being the best***The South Dakota Department of Transportation*** is a state government organization in charge of maintaining public roadways of the U.S. state of South Dakota. South Dakota has 82,447 miles of highways, roads and streets, as well as 5,905 bridges. The SD DOT is responsible for 7,830 miles of the roadway system |
| **Contact Info:** |  |
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| ***Email Address:*** |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** |  |

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**Jessica Block, Essentia Health - Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***10:15 am – 11:00 am*** | ***Improving Performance through Innovation & Incremental Change*** | ***Jessica Block*** | ***Essentia Health*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | The last 18 months has forced every type of organization to change – some more than others, but perhaps none as much as healthcare. Essentia Health was already focused heavily on process improvement prior to the pandemic, incorporating tools such as Lean, scorecard, and other methods. But the last couple of years, they have been blending a variety of new tools and methods to respond to the changes caused by the pandemic. Jessica will share how Essentia has incorporated Root Cause Analysis and PDSA into its planning process, as well as driving those tools to the front line for use by clinical and non-clinical professionals; AIDET as a complaint management and patient engagement technique; Lean and other methods to eliminate waste and improve productivity; and innovation to change delivery of certain offerings (such as “Hospital to Home”). Jessica will illustrate how Essentia is both “getting back to the basics” in implementing straightforward process improvement, but also stretching for systematic, strategic innovation – concepts that can be used by any size and type organization. |
| **Speaker(s) Bio(s):** | Jessica Block is an experienced Lean Six Sigma, change management facilitator with a demonstrated history of working in the hospital & health care industry. Skilled in nonprofit organizations, disease management, coaching, Lean, and physician relations, Jessica has been VP of Process Excellence at Duluth-based Essentia Health for the last three years, after serving as Lean Operations Leader at Baptist Health Care in Pensacola. Jessica has a Master of Business Administration (MBA) focused in Healthcare Business Administration and Management from Southern Illinois University, Carbondale. |
| **Org Profile:** **Logo  Description automatically generated** | **Supporting you with more health care resources.** Essentia Health is an integrated health system serving patients in Minnesota, Wisconsin, and North Dakota. Headquartered in Duluth, Minnesota, Essentia Health combines the strengths and talents of 13,800 employees, including more than 2,100 physicians and advanced practitioners, who serve our patients and communities through the mission of being called to make a healthy difference in people’s lives.Essentia Health, which includes many Catholic facilities, is guided by the values of Quality, Hospitality, Respect, Joy, Justice, Stewardship, and Teamwork. The organization lives out its mission by having a patient-centered focus at 14 hospitals, 71 clinics, six long-term care facilities, three assisted living facilities, three independent living facilities, five ambulance services and one research institute. |
| **Contact Info:** |  |
| *Web Address:* | <https://www.essentiahealth.org/> |
| *Linked In:* | <https://www.linkedin.com/in/jessica-block/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:****Graphical user interface  Description automatically generated with medium confidence** | *This session is sponsored by The Conversations That Matter and facilitated by Tammy Krings.**Please visit The Conversation’s That Matter’s Virtual Exhibitor Booth (Booth #5) and see how Tammy can help you and your organization.* |

*To view the next session, please continue to the next page.*

**Juliana Batista, General Mills; Ann Anaya, 3M; & Ann Dyste, US Bank – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***10:15 am – 11:00 am*** | ***Best Practices in Equity & Inclusion: A Panel Discussion*** | ***Juliana Batista, Ann Anaya, Ann Dyste*** | ***General Mills******3M******US Bank*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | Over the last year, we’ve all be made aware (or powerfully reminded) of the importance of diversity, inclusion, and racial equity within our organizations and our communities.  The imperative is clear: inclusion and racial equity optimizes organizational performance and societal outcomes — not only for people of color, but for everyone.  But wanting to be more inclusive and actually being more inclusive are usually two very distinct conditions.  The latter takes work: policy and system changes, education and discernment, intentionality and constant effort.This panel discussion will explore methods, tools, and best practices that each of three businesses – 3M, General Mills, and US Bank – is using to ensure more inclusive cultures, as well as what DEI strategies have worked in improving actual results. Learn from others how to increase inclusiveness within your organization. |
| **Speaker(s) Bio(s):****A person smiling for the camera  Description automatically generated with medium confidence****A person wearing a blue shirt  Description automatically generated with medium confidence****A person smiling for the camera  Description automatically generated with medium confidence** | **Juliana Batista, Head of Diversity and Inclusion --** Juliana Batista, leader of General Mills’ diversity and inclusion strategy and efforts, is committed to building scalable, inclusive cultures. She has 15 years of experience across various human resources roles at General Mills in the U.S. and South America, including serving as human resources senior director for General Mills’ U.S. sales division, where she provided strategic leadership for talent management, organization and team effectiveness, in addition to employee engagement. And as a native of Brazil, Juliana has a passion and dedication for inclusion, along with a strong track record of building diverse pipelines and driving a culture of belonging at General Mills. She has been an instrumental voice in La Familia Network, a Hispanic/Latinx affinity network at General Mills. Prior to joining General Mills, Juliana held a variety of human resource positions with Unilever in Sao Paulo, Brazil. **Ann Dyste** is a Financial services leader with 15+ years of experience in marketing, diverse segment strategy, and DE&I change management. I bring a unique background of consumer-facing, consulting/coaching, and corporate leadership experience and approach business problems with an inclusive mindset. I am passionate about the power of diversity, equity, and inclusion in the workplace, and believe when done well, it has the power to drive innovation and greater organizational performance. In her role at US Bank, she manages enterprise-wide diversity metrics, leads a team of 18 DEI Champions, and facilitates business line strategy and action plans for diversity, inclusion, equity. She has an MBA from the Carlson School and lives in St. Paul with her wife and son.**Ann Anaya** joined 3M Company in 2013 and is currently the Chief Diversity Officer and Global Diversity and Inclusion Strategic Lead.  Ann started her career at 3M in the Legal Affairs Compliance and Business Conduct group where she served clients as Counsel for Investigation. Subsequently, she moved into the Legal Affairs Litigation and Preventive Law group where she was Senior Counsel. Ann has 20 years of experience as a trial lawyer. Just prior to joining 3M, Ann was an Assistant United States Attorney for the Department of Justice in the District of Minnesota for 11 years. In 2021, 2020 and 2019, Ann was recognized as a Top 100 Chief Diversity Officer, in 2018 as a Top Executive in Corporate Diversity, 2017 Minnesota Lawyer of the Year for Diversity and Inclusion, 2016 3Mgives Volunteer Award and 2016 Minnesota Lawyer of the Year. Ann has an undergraduate degree in Political Science and a law degree from University of Minnesota.  Ann was born and raised in Minnesota, is married, and has two children. |
| **Org Profile:** **Logo  Description automatically generated****Logo  Description automatically generated****Logo  Description automatically generated** | **General Mills:** Our purpose is to make food the world loves. This drives connection and trust with our consumers, and the idea of service builds engagement with our employees.  We are focused on our Consumer First strategy, which means deeply understanding the needs and lives of our consumers and moving quickly to meet those needs with our broad portfolio of brands. And since the acquisition of Blue Buffalo, we’ve expanded our definition of Consumer First to meet the needs of all members of the family, including the furry ones. Over the years, we’ve continued to adapt and evolve our portfolio to serve our consumers and drive growth. We’re proud of the portfolio we’ve built, highlighted by eight iconic brands that each represent more than $1 billion dollars in retail sales worldwide.**U.S. Bancorp** is an American bank holding company based in Minneapolis, Minnesota, and incorporated in Delaware. It is the parent company of U.S. Bank National Association, and is the fifth largest banking institution in the United States. At **3M**, we apply science in collaborative ways to improve lives daily. Learn more about our company, our people, and the impact we make. |
| **Contact Info:** |  |
| *Web Address:* | <https://www.generalmills.com/><https://www.usbank.com/index.html><https://www.3m.com/> |
| *Linked In:* | <https://www.linkedin.com/in/juliana-batista-she-her-289645b/><https://www.linkedin.com/in/annkdyste/><https://www.linkedin.com/in/ann-anaya-a1105816b/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** | *This session is sponsored by Culture Brokers and facilitated by Michael Belton.**Please visit the Culture Broker’s (Booth #1) and see how Lisa and Michael can help you and your organization.* |

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**Deborah Reuben, TomorrowZone – Keynote Address**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***11:15 am – 11:45 am*** | ***Staying Ahead of Tomorrow: Tech, Trends, and Shaping Your Future*** | ***Deborah Reuben*** | ***TomorrowZone*** | ***Keynote*** | *Links added week of conference for attendees* |
| **Session Overview:** | Technology is changing at a ridiculous pace, and we are so engrossed in our day to day jobs that we don’t have the luxury to spend a lot of time learning about exponential technology advances or focusing creatively on future possibilities. We can’t hide much longer. Everyone needs to be aware of these advances and trends and understand the potential impacts for their customers, employees, company, and industry so that they can make sound decisions with the long-term future in mind. With this awareness, teams can begin to gain insights of how advancements in technology can help redefine business models, operational processes and customer experience.**In this engrossing presentation, you will learn:*** Why to pay attention to the five most important trends to watch (Societal, Technological, Environmental/Regulatory, Economical and Political) and what that can do for you
* How to translate what the trends are doing into ideas and action steps for your industry and role
* Specific practices you can start today to stay future ready
 |
| **Speaker(s) Bio(s):****A person smiling for the camera  Description automatically generated with medium confidence** | **Deborah Reuben, CLFP Founder and CEO of TomorrowZone®Creative Technology Strategist & Problem Solver | Speaker | Author**Award-winning consultant, Deborah Reuben, CLFP, is Founder and CEO of TomorrowZone, a future-focused technology strategy consulting firm. A strategic advisor, author, and speaker, she works to inspire new thinking and explore the art of the possible through her extensive technical knowledge, equipment finance experience, and passion for challenging the status quo. Specializing in industry trends and strategic direction, with a holistic and relatable approach, she guides leaders who want to capitalize on the latest innovations to stay ahead of industry disruption.She has broad equipment finance and professional background in both financial services (Wells Fargo and TCF) and the software industry (HCL and Linedata Capitalstream) and led many transformation initiatives, including the team that won the 2007 ELFA Operations and Technology Excellence Award. A member of ELFA’s Board of Directors, Monitor’s Editorial Board, she also chairs the ELFA’s Technology Innovation Working Group and co-launched the Disrupted+ conference series with Monitor. She is the author of The Certified Lease and Finance Professionals’ Handbook, 6th – 8th editions, and recipient of both the CLFP Foundation Cindy Spurdle Award of Excellence and the ELFA Michael J. Fleming Distinguished Service Award. Monitor Magazine profiled her as one of the fifty most influential women in the industry.A creative technology strategist and problem solver, she is a catalyst for new thinking. With a keen eye for future technology trends, she brings forward-thinking insights and original ideas to help companies gain efficiencies and design roadmaps for the future. She guides leaders and teams who want to see the bigger picture to stay ahead of tomorrow, explore the art of the possible, and build momentum for transformative change. |
| **Org Profile:** **A picture containing logo  Description automatically generated** | TomorrowZone® is a future-focused consulting firm specializing in technology trends and advising financial services leaders who want to capitalize on the latest innovations to prepare for the future. We guide leaders and teams who want to leverage technology in their organizations to drive innovation, enhance their customer experience, and grow their businesses. Our relatable and accessible approach to technology provides clients with a clear understanding of trends and their options and clear steps for implementation.We are passionate about empowering leaders to drive bold new customer experiences, business model possibilities, and take control over their digital destiny. We help clients create a roadmap for a digital foundation by going beyond past limitations and taking a proactive, agile approach to their changing business environments.TomorrowZone® provides expert consulting and impactful workshop design and facilitation so leaders and teams can have a clear understanding of the technologies that are going to transform their businesses and customer experiences. We help you see the bigger picture, explore the art of the possible, and build momentum for transformative change. |
| **Contact Info:** |  |
| *Web Address:* | <https://tomorrowzone.io/> |
| *Linked In:* | <https://www.linkedin.com/in/deborahreuben/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |

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**Scott Frisch, AARP – Baldrige Keynote**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***12:30 pm – 1:30 pm*** | ***AARP: Learning from Transformation and Defining a Way Forward*** | ***Scott Frisch*** | ***AARP*** | ***Keynote*** | *Links added week of conference for attendees* |
| **Session Overview:** | AARP’s mission – to empower people to choose how they live as they age – has never been more necessary in the wake of the pandemic, so disproportionately affecting older adults. In this presentation, Mr. Frisch will speak to the Baldrige-inspired process the organization took over several years to transform themselves into an innovative, efficient and strategic membership-focused leader.    |
| **Speaker(s) Bio(s):****A person smiling for the camera  Description automatically generated with low confidence** | Scott Frisch became COO and head of the Operations & Finance Group at the nation’s pre-eminent membership organization in 2014. A dynamic leader, he has grown AARP’s strategic operating reserves by 92% and has promoted fiscal discipline by overhauling the financial planning, investment management, procurement, human resources, IT and capital planning functions. He established a $40 million investment fund that spurs innovation in health and wellness as well as a $60 million investment vehicle to accelerate research into cures for all types of dementia including Alzheimer’s. Prior to his appointment as COO, he served as SVP and CFO for AARP Services, Inc., the for-profit subsidiary of AARP. He had previously served as CFO and Treasurer at AARP Financial, Inc. Before joining the AARP enterprise, he held a variety of management positions at Columbia Management Group, NATIXIS Asset Management Services, Inc., Putnam Investments and KPMG. Frisch graduated from Villanova University. A CPA, he previously held FINRA Series 6 and 63 licenses. He is a Board member on the Greater Washington Board of Trade, Wish of a Lifetime from AARP, Older Adults Technology Services from AARP, the Downtown DC Business Improvement District Council and serves on the Board of Advisors of CBC Realty Investments. Frisch also sits on the DMV Regional Congress (previously served on the Connected DMV Covid-19 Strategic Renewal Task Force), the Wall Street Journal CFO Network and the Executive Committee of the Milken Institute Center for the Future of Aging Business Council. He is a Malcom Baldrige Executive Fellow and recipient of the 2021 Baldrige Foundation Award for Leadership Excellence in the Nonprofit Sector. |
| **Org Profile:** **Text  Description automatically generated** | AARP is the nation’s largest nonprofit, nonpartisan organization dedicated to empowering people 50 and older to choose how they live as they age. With a nationwide presence and nearly 38 million members, AARP strengthens communities and advocates for what matters most to families: health security, financial stability and personal fulfillment. AARP also produces the nation's largest circulation publications: AARP The Magazine and AARP Bulletin. To learn more, visit [www.aarp.org](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aarp.org%2F&data=02%7C01%7Cmdaniels%40aarp.org%7C8329917685754e8cc16108d6f8c72949%7Ca395e38b4b754e4493499a37de460a33%7C0%7C0%7C636969932023515112&sdata=wLoeQTnnJMGbjnky8%2BoxsA0RFtBXorK4YQeyYGwyJMo%3D&reserved=0)or follow @AARP and @AARPadvocates on social media. |

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| **Contact Info:** |  |
| *Web Address:* | [**www.aarp.org**](http://www.aarp.org) |
| *Linked In:* | [**https://www.linkedin.com/company/aarp**](https://www.linkedin.com/company/aarp)[**https://www.linkedin.com/in/scottfrisch**](https://www.linkedin.com/in/scottfrisch) |
| *Email Address:* | **AARPBaldrige@aarp.org** |
| **Slides:** | **Due September 10th** |
| **Virtual Conference Link:** | *Will be entered prior to the conference.* |

*To view the next session, please continue to the next page.*

**Dr. John Chessare, GMBC HealthCare – Baldrige Keynote**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***12:30 pm – 1:30 pm*** | ***Using a Leadership System to Drive Improvement*** | ***Dr. John Chessare*** | ***GMBC Healthcare*** | ***Keynote*** | *Links added week of conference for attendees* |
| **Session Overview:** | GBMC HealthCare is a 2020 recipient of the Malcolm Baldrige National Award in Performance Excellence, also receiving a 2019 Malcolm Baldrige Best Practice Recognition for Leadership. The presenters will describe their implementation of the Baldrige criteria to accelerate their progress towards their vision. The speakers will focus on their formalized leadership system and how through integration with key processes it has led to sustainable change. Implementing systematic processes for change management, daily improvement and performance management will be discussed using healthcare examples. The presenters will engage the participants in identifying key actions they can implement in their own practice. The results achieved through the deployment of the criteria will be presented. |
| **Speaker(s) Bio(s):****A person in a suit smiling  Description automatically generated with medium confidence****A person wearing glasses  Description automatically generated with low confidence** | **John B. Chessare, MD, MPH**, is President and CEO of GBMC HealthCare, Baltimore, Maryland. A graduate of Boston College, the University of Rome School of Medicine, and the University of Michigan School of Public Health, he completed Pediatrics residency at the University of Massachusetts and his Academic General Pediatrics fellowship at Boston Children’s Hospital. Dr. Chessare is recognized for improving patient flow and for designing safer medication delivery systems in both academic medical centers and community hospitals. He is currently transforming his organization to deliver better health, better care, and lower cost with more joy for those providing the care. **Carolyn L. Candiello** has served in healthcare for her entire career. She is passionate about quality, patient safety and performance excellence and has helped guide GBMC to achieve the 2020 National Award. She has served as both a state and national Baldrige examiner. She is actively involved in the Institute for Healthcare Improvement’s Leadership Alliance and is currently working to improve health equity. She has a MA degree in Leadership/Management from Notre Dame of Maryland University and a BS degree in Business from Fitchburg State University.  |
| **Org Profile:** **Logo  Description automatically generated** | As our national healthcare system evolves, for GBMC to maintain its status as a provider of the highest quality medical care to our community, we must transform our philosophy and organizational structure, to develop a model system for delivering patient-centered care.We define patient-centered care as care that manages the patient's health effectively and efficiently while respecting the perspective and experience of the patient and the patient's family. Continuity of care and ease of navigation through a full array of services is highly important to us. Our professional staff can say with confidence that the guidance and medical care they are providing mirrors what they would want for their own family.We will create the organizational and economic infrastructure required to deliver evidence-based, patient-centered care and for holding ourselves accountable for that care. This will be defined by collaboration and improvement. Physicians lead teams that will manage patient care.We are moving into the future with renewed energy and increasing insight. We look forward to building relationships with both community-based and employed physicians that will form the foundation of Greater Baltimore Health Alliance. We welcome all those who share our vision of health care as it is transformed to meet the needs of our community. |
| **Contact Info:** |  |
| *Web Address:* | <https://www.gbmc.org/> |
| *Linked In:* |  |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |

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**John Kueven, Wellstar Paulding Hospital – Baldrige Keynote**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***12:30 pm – 1:30 pm*** | ***From Strategy to Front Line: Embedding a Lean Management System Across the Organization*** | ***John Kueven*** | ***Wellstar Paulding Hospital*** | ***Keynote*** | *Links added week of conference for attendees* |
| **Session Overview:** | The term Lean is not new to the healthcare industry – it’s been around for over 30 years.  Many leaders receive formal Lean training, yet often Lean is seen as a specific tool or event.  It has become a buzz word in the industry.  In this session, we will explore how Lean can be embedded across an organization to create a true management system.  We will explore the use of Lean in driving strategy and creating alignment with front line team members.  No formal training is required to start utilizing a more comprehensive approach to Lean.  Join John in this session for some practical insights into how you can embed Lean in the work you do to drive strategy, performance improvement, staff engagement, and how to organize your work as a leader. |
| **Speaker(s) Bio(s):****A person in a suit and tie  Description automatically generated with medium confidence** | John Kueven, FACHE, SVP, President, Wellstar Paulding Hospital, Interim President, Wellstar Cobb Hospital John Kueven is SVP and president of Wellstar Paulding Hospital and interim president of Wellstar Cobb Hospital. John has fostered a collaborative culture focused on high reliability and led Wellstar Paulding Hospital to achieve an “A” rating from The Leapfrog Group. Under his leadership, the hospital was recognized with the Georgia Oglethorpe Award and, in 2020, became the first and only hospital in Georgia to receive the Malcolm Baldrige National Quality Award.Prior to joining Wellstar in 2018, John was chief operating officer of Memorial Hermann Katy, where he helped to drive a culture of patient safety, escalating the hospital to top decile performance, and achieve the Texas Award for Performance Excellence, the Texas State Baldrige Award, as well as facilitating a $120 million expansion. Before joining Memorial Hermann Katy, he worked for Boston Children’s Hospital as director of transplant and utilization management, overseeing the transplant department, case management, utilization review, and the international office. He previously served in leadership roles at North Mississippi Medical Center.John received a master’s degree in health care administration management and a Master of Business Administration degree from the University of Alabama at Birmingham; a Bachelor of Business Administration degree from Millsaps College; and an associate degree in nursing from Itawamba Community College. An active member of the healthcare community and his local community, he currently serves as vice president and incoming president of the Georgia Association of Healthcare Executives. John is treasurer and incoming President of the University of Alabama at Birmingham’s Graduate Program of Hospital Administration Board, a member of the Sterling Board of Directors, a member of the International Hospital Federation Young Executive Leaders, and the Paulding County Chamber Board of Directors. He is also a deacon in his church and an active member of the Paulding County Rotary Club.He is currently a Fellow in the American College of Healthcare Executives. |
| **Org Profile:** **Logo  Description automatically generated** | Wellstar Paulding Hospital is designed with patient care in mind offering the safest, most sustainable care in the region. Our cutting-edge technology and extensive expertise creates an unparalleled healthcare experience as unique as you. We provide whole-person, high-quality care for your medical, surgical, rehabilitative or emergency needs when you need it most. Recipient of the Malcolm Baldrige National Quality Award, the nation’s highest level of recognition for performance excellence. Designated Level II Emergency Cardiac Care Center and Joint Commission Remote Treatment Stroke Center. |
| **Contact Info:** |  |
| *Web Address:* | <https://www.wellstar.org/locations/hospital/paulding-hospital> |
| *Linked In:* | <https://www.linkedin.com/in/john-kueven-fache-mba-msha-rn-a0949270/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |

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**Stephanie Norling & Karen Kliment-Thompson, Communities of Excellence – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***2:15 pm – 3:00 pm*** | ***Using Baldrige to Improve Community Outcomes: McCook Nebraska’s Journey*** | ***Stephanie Norling & Karen Kliment – Thompson*** | ***Communities of Excellence and City of McCook, NE*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | This session will describe the McCook Community Hospital's experience leading two Baldrige journeys: one as a small rural community hospital and a concurrent experience adopting the Baldrige-based *Communities of Excellence* Framework on behalf of the entire community. Here how community leaders can use Baldrige to address community challenges and improve community outcomes! |
| **Speaker(s) Bio(s):****A picture containing text, person  Description automatically generated****A person smiling for the camera  Description automatically generated with low confidence** | **Karen Kliment Thompson**, Karen works as the Vice President Ancillary Services at Community Hospital in McCook, Nebraska.  Karen is on the Board of Directors for the ACHE of Nebraska and Western Iowa Chapter, serving as the 2021 President.  She has an MBA from Bellevue University. **Stephanie Norling** has been Executive Director of Communities of Excellence 2026 since 2014.  In this role Stephanie has participated in the development of the Communities of Excellence Criteria, adapted from the Baldrige Criteria for Performance Excellence and launched a National Learning Collaborative of communities to support their use of the framework.  She also serves as a Learning Collaborative faculty and mentors several of the 21 communities currently participating.   After graduating with a BA in Anthropology from Tufts University in 1999, Stephanie joined the Institute for Healthcare Improvement in Boston as a Project Coordinator.  In 2001, Stephanie moved to San Diego, CA and worked for 12 years at the San Diego Zoo and Safari Park, first in the Operations Department and later taking a lead role in the Elephant Department at the San Diego Zoo Safari Park.  In 2012, Stephanie graduated from the University of San Diego with a Master’s in Business Administration and a Certificate in Nonprofit Management.  Stephanie also participated as a National Baldrige Examiner for three years. |
| **Org Profile:** **Graphical user interface, application  Description automatically generated****A picture containing text  Description automatically generated** | With a population of nearly 8,000, McCook is everything you could hope for in a community. Friendly people, well kept city parks, plenty of outdoor recreation, community events throughout the year, and excellent educational and medical services - it all combines to form a great place to live, work, and play.*Communities of Excellence 2026* (COE 2026) is a 501(c)(3) nonprofit organization that hosts a national learning collaborative of communities across the country, trains communities in the Baldrige-based Communities of Excellence Framework, and provides opportunities for communities to work together, share successes, challenges, ideas and best practices, and learn from each other on their performance excellence journey. |
| **Contact Info:** |  |
| *Web Address:* | [*https://www.cityofmccook.com/*](https://www.cityofmccook.com/)[*https://communitiesofexcellence2026.org/*](https://communitiesofexcellence2026.org/) |
| *Linked In:* | [*https://www.linkedin.com/in/karen-kliment-thompson-62913866/*](https://www.linkedin.com/in/karen-kliment-thompson-62913866/)[*https://www.linkedin.com/in/stephanie-norling-4a189525/*](https://www.linkedin.com/in/stephanie-norling-4a189525/) |
| *Email Address:* | [*snorling@communitiesofexcellence2026.org*](file:///C%3A%5CUsers%5Classi%5CDownloads%5Csnorling%40communitiesofexcellence2026.org) |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** | *This session is sponsored by New Dawn Consulting and facilitated by Dawn Beck.**Please visit New Dawn Consulting’s Virtual Exhibitor Booth (Booth #4) and see how Dawn can help you and your organization.* |

**Chace Anderson, Wayzata Schools; Mike Cady, Pewaukee Schools; Joey Page, Austin Schools; Klint Willert, Brookings Schools – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***2:15 pm – 3:00 pm*** | ***Navigating Change, Maintaining Resilience: A K12 Panel Discussion*** | ***Dr. Chace Anderson******Dr. Mike Cady******Dr. Joey Page******Dr. Klint Willert*** | ***Wayzata Schools******Pewaukee School District******Austin Public Schools******Brookings Schools*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | The amount of change we’re all had to navigate the last 18 months is fairly unprecedented: we’ve changed work environments and work structures; we’ve changed products and service offerings; we’ve redesigned supply chains and other key processes.  In some sectors and industries, entire business models have changed almost overnight. And one of the sectors that has had to change the most is K12 education – a sector from which we all can learn how to be agile and resilient.While the pace of change may have stabilized a little, the next year or two (or three or four) promises more of the same.  This panel discussion – featuring Superintendents from four K12 school districts (in Minnesota, Wisconsin, and South Dakota) – will explore not only how school districts had to change, but some best practices that could help us all continue to shift our operations. Organizations that manage change proactively and systematically will perform better than those forced to change reactively. So come explore some insights into better managing change. |
| **Speaker(s) Bio(s):****A person in a suit and tie  Description automatically generated with low confidence****A picture containing person, person, wall, indoor  Description automatically generated****A person with a mustache and glasses  Description automatically generated with low confidence****A person smiling for the camera  Description automatically generated with medium confidence** | **Dr. Chace Anderson** is superintendent in Wayzata since July 2008. Prior to Wayzata, Chace served as assistant superintendent and building administrator for Edina Public Schools. He’s held numerous education positions including building principal at the pre-K, elementary, middle and high school levels and teacher and coach in Minnesota and Nebraska. Dr. Chace Anderson, hold Ph.D. in Curriculum and Instruction from the University of Minnesota (Minneapolis); an M.S. degree in Secondary School Administration from the University of Nebraska Omaha; and a B.A. degree from the University of Northern Iowa (Cedar Falls). He has a passion for lifelong learning and am an avid reader. Chace and his wife the proud parents of two [Wayzata High School](http://www.wayzataschools.org/whs) graduates.**Dr. Mike Cady** has worked in public education for the past 27 years as a teacher, building administrator, and at the district level as Chief Academic Officer until his selection as PSD Superintendent in 2017.  Mike was recognized in 2010 as the Wisconsin High School Principal of the Year and earned his PhD in Leadership for the Advancement of Learning and Service at Cardinal Stritch University.**Dr. Joey Page** was born and raised in Austin, MN. Dr. Page began as Superintendent of Austin Public Schools on July 1, 2021. Prior to the Austin superintendency, he was the superintendent of Byron Public Schools. Before Byron, he worked in the Richfield Public Schools at The Richfield S.T.E.M. School and was named the Minnesota Science and Mathematics Elementary and Middle-Level Principal of the Year. Dr. Page also served as the President of the Minnesota Elementary School Principals’ Association (MESPA) from 2013-2015. Dr. Page received his bachelor’s degree in Special Education and Elementary Education from Dakota State University, Madison, South Dakota. Dr. Page earned a Master’s Degree in Curriculum and Instruction from Mankato State University and endorsements in library media science and school administration. **Dr. Klint Willert** has served as the Superintendent of Brookings (SD) School District for the last six years. Prior to Brookings, Dr. Willert served as the superintendent of the Brainerd School District, one of the largest rural districts in MN. He had also served as superintendent of Marshall Public Schools, one of the largest regional centers in Southwestern MN. He graduated in 2013 with an Educational Doctorate in Educational Leadership from the University of St. Thomas. His study was on leadership practices in Baldrige Award recipient organizations. He provides consistent leadership of community and regional initiatives, which is possible through his in-depth understanding of public and private partnerships to foster regional growth and success. |
| **Org Profile:**  | **Wayzata Public Schools** is a vibrant, caring community of teachers and students located in the Twin Cities' western suburbs. Extending from the north shore of Lake Minnetonka, we encompass 38 square miles of beautiful countryside, lakeside communities and growing suburbs. Each of our students is on a unique and wonderful educational journey - and we do everything we can to help them embrace and nurture the possibilities. Current enrollment is 12,990 students including: 880 early learning students, 5,672 elementary students, 2,754 middle school students, 3,669 high school students, and 15 transition students.The **Pewaukee School District** is located in central Waukesha County, Wisconsin. The district serves the village and city of Pewaukee, Wisconsin. The district has 2,584 students. Faculty and staff number 295. It twice received the Wisconsin Forward Award at the mastery level and received the Malcolm Baldrige National Quality Award in 2013.**Austin Public Schools** is a public school district in southeastern Minnesota that serves approximately 4800 students and employs over 800 staff and faculty. APS provides a rich educational experience for all students.  The district prides itself on its strong community partnerships.**The Brookings School District** and community to be a positive and engaging place for students to learn.  Both the school district and community place a great importance on education which fosters student success in a challenging and helpful learning atmosphere. We have high expectations and promote quality learning in our schools.  We have a diverse culture of opportunity in our own back yard; South Dakota State University, McCrory Gardens, the Children's Museum of South Dakota, and Dakota Nature Park along with the business community just to name a few.  The Brookings School District appreciates the wonderful support of our parents. Education in Brookings is truly a community effort. The Brookings School Districts’ current Early Childhood -12th enrollment is 3,503 students (as of May 20, 2020) |
| **Contact Info:** |  |
| *Web Address:* | <https://www.wayzataschools.org/><https://www.brookings.k12.sd.us/><https://www.austin.k12.mn.us/><https://www.pewaukeeschools.org/> |
| *Linked In:* | <https://www.linkedin.com/in/chace-anderson-4bb37328/><https://www.linkedin.com/in/klint-willert-ab9b378/><https://www.linkedin.com/in/joey-page-ed-d-0776469/><https://www.linkedin.com/in/mike-cady-b859a331/> |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** |  |

**Panel Discussion, Performance Excellence Network – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***2:15 pm – 3:00 pm*** | ***Exploring the Value of Using Baldrige: A Panel Discussion*** | ***Panel discussion*** | ***Performance Excellence Network*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | Are you interested in the Baldrige Framework, but aren’t sure where to start?  Interested in exploring how Baldrige might bring you and your team or organization value -- to help you align and accelerate your improvement efforts and your results?  You don’t feel you are in the right position to bring it into your organization or wonder how to introduce it to your team or organization? There are options -- manyways to learn more about and take steps using Baldrige.Join this session to explore the value of Baldrige and ways to start (or continue) a journey to excellence.  This will be an informal paneldiscussion from leaders and professionals who have used Baldrige to guide their personal and organizational improvement efforts. We'll hear from those who have conducted Baldrige-based assessments of their organizations, those who have served as Evaluators and Judges for the PEN program, and those who have researched and studied the value of the Framework. Explore the best way(s) to educate yourself on Baldrige, use the Framework as a diagnostic system, and rapidly improve organizational outcomes.  Leave with some insights of how your team or organization can start benefiting -- formally or informally -- from this proven 34-year-old, evidence-based management system.  |
| **Speaker(s) Bio(s):** | Coming soon |
| **Org Profile:**  | The Performance Excellence Network is a non-profit, membership-driven organization serving Minnesota and the Dakotas.PEN advances improvement and performance excellence. We identify strengths and improvement opportunities and build networks that bring information, resources, knowledge, and best practices to organizations, individuals, and communities desiring to improve.The Performance Excellence Network will be the leader in driving organizational, individual, and community excellence.Our purpose is inspiring, advancing, and sustaining performance excellence. |
| **Contact Info:** |  |
| *Web Address:* | <https://www.performanceexcellencenetwork.org/> |
| *Linked In:* | <https://www.linkedin.com/company/67152863/> |
| *Email Address:* | Brian.lassiter@performanceexcellencenetwork.org or Jennifer.burmeister@performanceexcellencenetwork.org |
| **Slides:** |  |
| **Session Sponsored & Facilitated by:** |  |

**Janelle Rauchman, River’s Edge Hospital – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***2:15 pm – 3:00 pm*** | ***Continuing Excellence During Difficult Times*** | ***Janelle Rauchman*** | ***River’s Edge Hospital*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | In this session, you will hear an overview of River’s Edge (procedures done annually, highlights of Orthopaedic Program). You will hear our, so important, “why”. Also hear why we chose PEN and our outcomes from using the Baldrige criteria. ·        Opportunities to Excel·        Changing our approach process improvement·        Alignment with DNV, PEN and Strategic Planning·        Obstacles we faced·        Leadership Transition |
| **Speaker(s) Bio(s):****A person smiling for the camera  Description automatically generated with medium confidence****A person wearing glasses  Description automatically generated with low confidence** | **Janelle Rauchman, BSN, RN, CIC, CHOP, Chief Quality Officer**Ms. Rauchman joined River’s Edge Hospital in 2016. She is the driver of River’s Edge Hospital’s Journey to Excellence. As a Registered Nurse, Ms. Rauchman worked in obstetrics and gynecology, and long-term care. She a PEN Evaluator, is certified in infection control, has a Lean Six Sigma Green Belt and is currently working on her Black Belt project. **Stephanie Holden, MA, CPXP, Chief Experience Officer**Ms. Holden joined River’s Edge Hospital in 2014 as the Marketing Director. Prior to joining the hospital, she was a newspaper publisher for 14 years. During her time at River’s Edge Hospital, Ms. Holden’s role expanded to include strategic planning and patient experience. She is a PEN Evaluator, ServSafe Food Protection Manager, and a Certified Patient Experience Professional. |
| **Org Profile:**  | We value integrity, compassion, respect, quality, and collaboration. Combining state-of-the-art technology and a compassionate medical team, our mission is to provide world-class care to all who receive care at River’s Edge Hospital. |
| **Contact Info:** |  |
| *Web Address:* | <https://riversedgehealth.org/> |
| *Linked In:* | <https://www.linkedin.com/in/janelle-rauchman-b4748a173/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:****Text  Description automatically generated** | *This session is sponsored by Strategic Improvement Systems and facilitated by Charles Liedtke.**Please visit Strategic Improvement Systems’ Virtual Exhibitor Booth (Booth #2) and see how Charles can help you and your organization.* |

*To view the next session, please continue to the next page.*

**Nicole Schweitzer, Black River Memorial Hospital – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***3:15 pm – 4:00 pm*** | ***Using Data to Optimize Work and Workforce*** | ***Nicole Schweitzer*** | ***Black River Memorial Hospital*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | Have you figured out the best way to determine the capacity of your workforce?  What tools and data do you use to make staffing decisions? Black River Memorial has adopted a method to analyze service areas to establish capacity targets.  Nicole will review their approach, how it was deployed and lessons learned during implementation.  |
| **Speaker(s) Bio(s):****A person smiling for the camera  Description automatically generated with medium confidence** | Nicole Schweitzer is the Director of Physical Medicine and Rehabilitation at Black River Memorial Hospital.  She has worked there for 27 years.  She holds degrees in Occupational Therapy and Masters in Business Administration from the University of Wisconsin.  She holds certificates in Lean Process Management. She currently serves on Governor Tony Evers Rural Health Advisory Council.  She has been a Baldrige Examiner for the Wisconsin Center for Performance Excellence for five years and assisted with application submission for Black River Memorial Hospital. |
| **Org Profile:** **Graphical user interface  Description automatically generated with medium confidence** | MISSION:Who we are and what we value.Serving you with excellence.VISION:What we want to become. Our future/ultimate goal. To be the best community hospital in the nation.VALUES:All those associated with Black River Memorial Hospital embrace the following values:ExcellenceProgressiveIntegrityCollaborationCompassion |
| **Contact Info:** |  |
| *Web Address:* | <https://www.brmh.net/> |
| *Linked In:* | <https://www.linkedin.com/in/nicole-schweitzer-5b0a9055/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** | *This session is sponsored by Momentum and facilitated by Michael Garner.**Please visit Momentum’s Virtual Exhibitor Booth (Booth #7) and see how Michael can help you and your organization.* |

*To view the next session, please continue to the next page.*

**Julie Ring, Association of Minnesota Counties – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***3:15 pm – 4:00 pm*** | ***Seize the Day: How Government Accelerated Changed during the Pandemic*** | ***Julie Ring*** | ***Association of MN Counties*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | In government, change is slow by design. During the pandemic, county governments were forced to change business processes rapidly and there is a lot to learn from the results. Julie Ring, Executive Director of the Association of MN Counties will highlight changes across counties and will reflect on changes within her non-profit organization.  |
| **Speaker(s) Bio(s):** | Julie Ring has dedicated her career to public service, with 28 years of experience in program management, public policy, advocacy, and executive leadership. Appointed Executive Director of the Association of Minnesota Counties (AMC) in 2013, Julie previously served as Legislative Coordinator, Health & Human Services Policy Analyst, and the Local Public Health Association director at AMC. Prior to joining AMC, she worked for ten years at the Minnesota Department of Health in a variety of positions focused on grant and contract management, legislative policy, and local public health system development. Julie began her career as a grant writer in an economic development district in rural South Dakota. She has a Bachelor of Arts in economics and political science from the University of Minnesota-Morris. Julie is active in the National Association of Counties where she serves on the Board of Directors and is President of the National Council of County Association Executives. Julie enjoys reading, gardening, and exploring the state of Minnesota with her husband and her dog. |
| **Org Profile:** **A picture containing icon  Description automatically generated** | The [Association of Minnesota Counties (AMC)](https://www.mncounties.org/document_center/Publications/About%20AMC%202018.pdf) is a voluntary, non-partisan statewide organization that has assisted the state’s 87 counties in providing effective county governance to the people of Minnesota since 1909.  The association works closely with the legislative and administrative branches of government in seeing that legislation and policies favorable to counties are enacted.  AMC also provides educational programs, training, research and communications for county officials. |
| **Contact Info:** |  |
| *Web Address:* | <https://www.mncounties.org/> |
| *Linked In:* | <https://www.linkedin.com/in/julie-ring-53ba504/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** |  |

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**Karla Bauer, Second Harvest Heartland – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***3:15 pm – 4:00 pm*** | ***Food Rescue: Filing Plates, Not Landfills*** | ***Karla Bauer*** | ***Second Harvest Heartland*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | Come learn about innovative solutions that fill tables rather than landfills! Second Harvest Heartland’s Food Rescue Program promotes positive impacts within our community by:* Protecting hard-working retailers from the expense of disposing of perfectly edible food.
* Preventing environmental consequences through the waste of nutritious foods.
* Providing a dignified response to our community members when they walk into their local food shelf and experience the ability to enjoy the familiar products carried by their local grocer.

While this discussion will be focused on the important and meaningful work of a large foodbank, the insights relating to elimination of waste, improving productivity, and being more customer/stakeholder focused apply to any organization in any industry! |
| **Speaker(s) Bio(s):****A picture containing person, indoor, person, posing  Description automatically generated** | Karla Bauer joined Second Harvest Heartland as a Food Rescue Specialist in 2017. Prior to supporting the hunger relief network on a regional level, Ms. Bauer served as the Coordinator of 360 Communities – Burnsville Food Shelf and Family Resource Center from 2014 to 2017. She was responsible for the daily operations of the food shelf, overseeing the emergency financial assistance program, supervising staff and volunteers that provided direct services, and ensuring a dignified response to all community members. Before finding her passion for working in this field, Ms. Bauer gained 12 years of experience in the sexual and domestic violence advocacy movement. Her career brought her opportunities to advocate for victims/survivors of violence on community-based and statewide levels.  |
| **Org Profile:** **A picture containing logo  Description automatically generated** | Second Harvest Heartland is part of Feeding America – a nationwide network of 200 food banks. Working with our network of partners, volunteers, and donors, we receive food in extremely large quantities, from local growers and farmers, manufacturers and distributors, grocery and convenience stores, and restaurants and hotels. ​​Our transportation team distributes orders to our network of 360 food shelves and nearly 1,000 partner programs across 59 Minnesota and western Wisconsin counties. In 2020, we distributed nearly 120 million pounds of food, with our trucks covering more than 609,000 miles (that’s 24 times around the globe!) |
| **Contact Info:** |  |
| *Web Address:* | <https://www.2harvest.org/> |
| *Linked In:* | <https://www.linkedin.com/in/karla-bauer-45845078/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:** |  |

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**Jinny Rietmann, WDI; Julie First-Bowe, Chippewa Valley College; Brian Fuder, NC College of Science; Samantha McGrath, Elevate Rapid City – Breakout Session**

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| **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***3:15 pm – 4:00 pm*** | ***Navigating Today’s Staffing Shortage: A Panel Discussion*** | ***Jinny Rietmann******Julie Furst-Bowe******Brian Fuder******Samantha McGrath*** | ***Work Force Development Inc.******Chippewa Valley Tech College******ND College of Science******Elevate Rapid City*** | ***Breakout*** | *Links added week of conference for attendees* |
| **Session Overview:** | As we slowly emerge from the challenges of the pandemic, new challenges are (re)emerging.  One of them that seems to cut across most sectors and industries is the continued (and growing) staffing shortage — finding, engaging, and keeping qualified workers at all levels within organizations.  Exacerbating the challenge is the growing desire of a segment of employees to continue to work from home (Bloomberg reports that 39% of workers — 49% of Millennials and Gen Z! — would rather quit their jobs than return to the office). This panel will explore (emerging) best practices in recruiting, managing workforce capacity and staffing levels, and engaging and retaining current talent.  Panelists will share insights on innovative partnerships and staffing models, as well as changes in work environment and work system design that creates more staffing flexibility.  As work environments continue to evolve, attracting, engaging, and retaining good employees may be organizations’ biggest future challenge. |
| **Speaker(s) Bio(s):****A picture containing person  Description automatically generated****A person with blonde hair  Description automatically generated with low confidence** | **Brian Fuder** Apprenticeship ND Program Manager at North Dakota State College of Science. Brian focuses on continuous learning: “a day is never wasted if something new is learned.”**Julie Furst-Bowe** joined Chippewa Valley Technical College (CVTC) in 2015 and serves as CVTC’s Provost and Vice President of Instruction where she has overseen successful initiatives in accreditation, online course and program development and program persistence and completion. Prior to CVTC, Julie served as the Chancellor of Southern Illinois University Edwardsville (SIUE) from 2012 to 2015, Vice Chancellor for Academic and Student Affairs at the University of Wisconsin-Stout (UW-Stout) from 2005 to 2012, as well as a faculty member, graduate program director and department chair. At UW-Stout, Furst-Bowe played a major role in efforts that resulted in the university becoming the first and only university to receive the Malcolm Baldrige National Quality Award. She now serves on the Board of Overseers for the Malcom Baldrige Award.**Samantha McGrath** has spent most of her life in the great state of South Dakota. Growing up near Watertown, she visited the Black Hills every summer and now call them home. She joined the Elevate Rapid City team last August as the Workforce Development & Talent Attraction Manager utilizing her expertise to build relationships with businesses and coaching them to success. Prior to her position at Elevate, Samantha worked in workforce development and training for the South Dakota Labor and Regulation.When Samantha is not helping make businesses successful, she is hiking the numerous Black Hills trails or tent camping with her husband Marc, not the lead singer of Sugar Ray, and her three kids, Journie, Noah, and Calla. She also has a goal every year to bike the entire 109 miles of the Mickelson Trail.**Jinny Rietmann**, Executive Director of Workforce Development, Inc., has been in the Workforce Development field for 20 years. She also serves as the Executive Director for the Workforce Development Board of Southeast Minnesota, serving 10 counties. She has served in various roles including direct service as a Career Counselor, as well as leadership roles in youth development and strategic non-profit management. Her organization is a leader in providing employment and training services with a 35-year history serving thousands of customers and employers. Ms. Rietmann is a Global Career Development Facilitator and holds an M.S. degree in Counseling Education. |
| **Org Profile:** **Logo, company name  Description automatically generated****A picture containing graphical user interface  Description automatically generated****A picture containing text, sign, dark, gauge  Description automatically generated** | At the **North Dakota State College of Science**, students gain real-world skills working with new technologies and equipment and learning from experts who have gained their experience in the real world. Most importantly, graduates are prepared to jump right into it with a challenging, high-paying and rewarding career. Founded in 1903, NDSCS is one of the oldest two-year, comprehensive, residential colleges in the nation. The main campus is located in Wahpeton, N.D. A second location, NDSCS-Fargo, is located on 19th Avenue North in Fargo, N.D. NDSCS offers degrees, certificates and diplomas in traditional career and technical studies as well as the liberal arts. The College also offers a variety of distance education and online courses. Approximately 97% of 2020 graduates are employed or pursuing additional college education.**Chippewa Valley Technical College** is part of the [Wisconsin Technical College System](http://www.wtcsystem.edu/) and serves an 11-county area. Campuses are located throughout the district including multiple locations in Eau Claire and in the Chippewa Falls, Menomonie, Neillsville and River Falls communities. The College is one of 16 WTCS colleges located throughout the state. CVTC has an appointed [district board](https://www.cvtc.edu/about-cvtc/district-board) consisting of nine members who serve three-year, staggered terms.**Elevate Rapid City** was established in 2019 merging the Chamber of Commerce and Economic Development organizations to lead the economic development and small business efforts in the Black Hills region. **We work to elevate the Rapid City region for all with the strong vision of making Rapid City and the Black Hills region the place people want to be.**Elevate Rapid City is committed to promoting business and personal advancement in western South Dakota through a targeted spotlight on jobs, infrastructure, and overall quality of life in and around the Black Hills region and Rapid City metro area. Together, we strive to embrace the heart and soul of our community through diversified growth and strong professional opportunities advocating the strengths of the Black Hills.**Workforce Development, Inc**. (WDI) is a private, nonprofit agency dedicated to developing and advancing the workforce of Southeast Minnesota through career pathways and more. With ten area offices throughout the region, WDI assists thousands of individuals each year with career planning, skills and job training, and many other FREE services. WDI works with every population in the region from youth to adult to dislocated workers and employers. Particular focus is dedicated to working with communities and individuals who face multiple barriers to meaningful and living-wage employment. WDI provides many different services and connects individuals with other relevant services and resources in Southeast Minnesota. Each individual and industry is unique; that’s why WDI takes the time to understand and work with each person and their situation.In fact, individual attention is the hallmark of WDI’s service. It’s also why WDI’s programs and career pathway opportunities have been so successful. WDI consistently posts a return on investment (ROI) of over 500%. For every $1 we invest in clients, we give $5 back to the community in taxes paid and welfare savings generated. Beyond the dollars and cents, we enact real change in the lives of our clients: steady work, new skills learned, and a pride in their employment. |
| **Contact Info:** |  |
| *Web Address:* | <https://workforcedevelopmentinc.org/><https://www.cvtc.edu/><https://www.ndscs.edu/><https://elevaterapidcity.com/> |
| *Linked In:* | <https://www.linkedin.com/in/jinny-rietmann-729b9117/><https://www.linkedin.com/in/julie-furst-bowe-8b190812/><https://www.linkedin.com/in/brian-fuder-1228b0b/><https://www.linkedin.com/in/samantha-mcgrath-884b71a6/> |
| *Email Address:* |  |
| **Slides:** | **Due September 10th** |
| **Session Sponsored & Facilitated by:****Logo  Description automatically generated** | *This session is sponsored by New Dawn Consulting and Future Forward. Facilitated by Dawn Beck and Mike Schnell.**Please visit New Dawn Consulting and Future Forward’s Virtual Exhibitor Booth (Booth #4 & 8) and see how Dawn and Mike can help you and your organization.* |

*To view the next session, please continue to the next page.*

**Joe Nayquonabe, Keynote**

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|  **Presentation Time** | **Presentation Title** | **Speaker** | **Organization** | **Session Type** | **Session Viewing Link** |
| ***4:05 pm – 4:35 pm*** | ***Embracing Change: The Innovation Playbook*** | ***Joe Nayquonabe*** | ***Mille Lacs Band of Ojibwe*** | ***Keynote*** | *Links added week of conference for attendees* |
| **Session Overview:** | Today, change comes at us fast, and we don’t always know what the future will hold. For that, we must always be ready to change, but change is often something that people avoid the most. In this presentation, Joe Nayquonabe will share 7 surefire ways of how to approach change.  Derived from his popular presentation, Influential Leaders, Joe will share examples of how popular leaders approach change with these 7 takeaways.  |
| **Speaker(s) Bio(s):** | **Joseph Nayquonabe, Jr.** is the CEO, Commissioner of Corporate Affairs and Executive Committee Member of the Mille Lacs Band of Ojibwe. Joe has spent his career reimagining and reinventing how American Indian tribal economies grow and prosper. He serves as the chief executive officer and chair of the board of directors for Mille Lacs Corporate Ventures. He is responsible for analyzing new business opportunities and overseeing the Band’s existing businesses.  |
| **Org Profile:**  | The Ojibwe people have lived and worked in Minnesota and throughout the region for centuries, thriving and surviving. The language, culture, traditions and beliefs are proudly and indelibly woven into the fabric of the region. We’ve influenced and contributed to all aspects of life, art, cuisine, nature, fashion, music, education, spirituality — and now, the economy. We’ve carefully invested time, talent and resources to build a social and economic foundation that will last for generations. The Mille Lacs Band has worked towards greater self-sufficiency, the kind only achieved through economic strength. That is our opportunity. That is our responsibility. It is our destiny. We do it for the Mille Lacs Band, for Native people, and for all citizens of our state and region.  |
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| *Email Address:* |  |
| **Slides:** | **Due September 10th** |