

LeadingAge[™]
Minnesota



Performance • Excellence • Network
A Catalyst for Success Since 1987



**LEADERSHIP FOR HIGH
PERFORMING ORGANIZATIONS
2018 EXECUTIVE SERIES**

“
If becoming a high performing organization is the destination, leadership is the engine
“

~Ken
Blanchard

Strong leadership is essential in creating a successful foundation upon which to build a culture of continuous quality improvement and performance excellence.



A Path to Continuous Quality

ABOUT THE SERIES

In partnership with the Performance Excellence Network (PEN), LeadingAge Minnesota is pleased to offer a four-part leadership series focused on the essential components of achieving a high performing organization.

As leaders, you stand at the intersection between what is now and what is coming. This leadership series will provide you with emergent thinking and time-tested strategies to equip you and your organization for the future so you can deliver consistent, high quality to all those you serve.

BENEFITS OF THE SERIES

- Series topics are critical for success in today's senior care environment: effective leadership to develop strong teams, continuous process and systems improvement, strategic and systematic innovation, and hospitality and customer service.
- The workshops are conducted by the Performance Excellence Network (PEN) and feature their nationally-recognized content experts.
- To facilitate cross-industry learning and networking, participants will attend the workshops alongside leaders from across business, non-profit and government sectors.
- Workshop topics and concepts align with the performance excellence criteria that are a part of the LeadingAge Minnesota Performance Excellence in Aging Services program.
- Through LeadingAge Minnesota's partnership with PEN, the series is offered at a significantly reduced rate—more than 50% off the regular PEN non-member rate!

SESSION 1: 7.5 KEYS TO LEADERSHIP EFFECTIVENESS

March 29, 2018

8:30 am – 4:30 pm

Normandale Community College, Bloomington, MN

Whether a business, hospital, senior care provider, school, nonprofit, or governmental agency, every organization needs strong leaders. Effective leadership inspires high performance and innovation; it facilitates alignment and optimization of resources; it increases workforce engagement; and it improves and sustains outcomes. But effective leadership is a never-ending activity — it requires systematic processes, deliberate practice, a toolkit, and patience. It also requires continuous development. The overall purpose of this workshop is to help leaders develop a strong team that consistently exceeds expectations. The session will explore the daily leadership habits and proven tactics to sustain excellence on any team, and will focus on best practices that promote and sustain excellent team and organizational outcomes.

Speaker: Bryan Williams, BW Enterprises (*formerly of the Ritz-Carlton*)

SESSION 2: FUNDAMENTALS OF CONTINUOUS IMPROVEMENT

July 18, 2018

8:30 am – 4:30 pm

Normandale Community College, Bloomington, MN

Honestly, where is your organization on its Continuous Improvement (CI) journey? Where is it strong? Where does it need improvement? Are you fully effective at improving the processes that add value for customers? In this practical, hands-on workshop led by expert CI practitioner Chris Vogel, you'll use a "CI Journey Self-Assessment Tool" to accurately evaluate your organization's current CI capabilities and develop realistic goals for where to focus next. At the end of the session, you'll have goals and a plan to go back to your organization and make meaningful improvements to the processes that matter the most to your customers and your organization's success.

Speaker: Chris Vogel, Compass Affiliates (*formerly of Wells Fargo*)

SESSION 3: EXPLORING INNOVATION PRINCIPLES & TOOLS: SIT SPARK

August 21, 2018

9 am – 5:00 pm

August 22, 2018

9 am – Noon

Normandale Community College, Bloomington, MN

Innovation is key to the success of any organization. In fact, a recent Wall Street Journal article stated that 9 out of 10 executives rate innovation as important to the success of their firm. It is a key driver of growth, a necessary factor to stay competitive, and a way for organizations to create and sustain value for their customers and other stakeholders. But only 5 out of 10 of those executives were satisfied with the level of innovation in their organizations. The reason? Leaders contend that innovation is difficult – that organizations find it challenging to successfully and consistently innovate, simply because they don't know how to. This 1.5-day workshop is intended for leaders and practitioners in innovation, change management, continuous improvement, and performance excellence — anyone interested in making improvement, problem solving, and innovation systematic in their organization!

Speaker: Erez Tsalik, Systematic Inventive Thinking (SIT)

SESSION 4: CREATING WOW WORLD CLASS SERVICE MOMENTS – THE DISNEY WAY!

October 5, 2018

8:30 am – 4:30 pm

Twin Cities TBD

When a WOW moment in customer service takes place, it doesn't happen only for the customer – it occurs for the employee simultaneously. Inspiring your team to make that connection is the single, greatest tool for maintaining a culture of service excellence. This high energy, interactive session explores what a WOW moment looks like, sounds like and feels like; and why delivering them is good for everyone involved. The session will take leaders from thinking to feeling to action, is full of tools and proven methods used at Disney, and includes time to practice and build a plan to take back to your organization – one that will absolutely improve customer service!

Speaker: Louie Gravance, Former Disney Institute Professor

PROGRAM AUDIENCE

This series is intended for leaders in senior care organizations—CEOs, COOs, CFOs, etc—providing excellent content for current leaders as well as facilitating succession planning.

COST & REGISTRATION

The cost of the series is **\$1500 per person**, which covers all materials, content and meals. Teams of three can attend at a discounted rate of \$4000.

To Register: <https://store.leadingagemn.org/eventlist>

FOR FURTHER INFORMATION CONTACT:

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