

**Day 1: Tuesday, October 8, 2019**

Time	Exhibit Hall	Ballroom A	Ballroom B/C	Ballroom D	Room 315/316	Room 317	Room 318	Room 407
8:30am-9:50am	<p><b>Welcome: Governor Jay Inslee</b></p> <p><b>Keynote Presentation: August de los Reyes - Chief Design Officer, Varo</b></p>							
10:15am-11:15am	<p><b>Solving the People Problem: Building Work Relationships That Really Work</b> Brett Cooper - President and Co-Founder, and Evans Kerrigan - Chief Executive Officer and Co-Founder, Integris Performance Advisors</p>	<p><b>Regional Law and Justice Reforms – Success Through Teamwork!</b> John Dickson - Chief Operations Officer, Spokane County</p>	<p><b>Strengthening and Repairing Trust at the Organizational Level</b> Wendy Fraser - Chief Inspiration Officer, Fraser Consulting LLC</p>	<p><b>The Courage to Innovate</b> Joe Vansyckle - Master Trainer and Innovation Catalyst, The J. Alton Group</p>	<p><b>A Human Workplace: Emotional Intelligence Reboot</b> Renée Smith - Director of Workplace Transformation, Results Washington</p>	<p><b>Lean Leader Coaching Program</b> Judith Henderson - Head of Enterprise Operations, and Deb Schaal - Director Operational Excellence, Farmers Life Insurance</p>	<p><b>Growing the Team, Enhancing the UW Community</b> Steven Roberts - Assistant Director, and David Williams - Program Support Supervisor 2, University of Washington Mailing Services</p>	<p><b>Public Assistance: What Happens When We Have the Courage to Change?</b> Babs Roberts - Director, and Herminia Esqueda - Workforce Optimization Manager, Community Services Division, Economic Services Administration, Department of Social and Health Services</p>
	<p><b>Hire the Best, Fast!</b> Brian Elms - Innovation Practice Lead, Change &amp; Innovation Agency, and Anna Forsberg - Talent Acquisition Manager, City and County of Denver</p>	<p><b>Adventures in Storytelling: Get Results, Build Community, and Influence Others by Telling Stories</b> Jennifer Haury - Organizational Anthropologist, All Angles Consulting LLC</p>	<p><b>Grow – Effective Gemba Walks and So Much More</b> Damon Drown - Chief Scientist, and Doric Olson - Executive Leadership Consultant, and John Utter - Wellness Director, Thrive at Work</p>				<p><b>Lonely Planet’s Guide to Lean</b> Melanie Anderson, Brett Jackson, Brenda Brady, Robin Poppinger, and Ed Schott, Premera Blue Cross</p>	<p><b>How Having Fun with a Focus Can Impact Your Results</b> Doug Merrill - Associate Director of Operational Excellence, University of Washington</p>
1:05pm-2:05pm	<p><b>Lean in Washington – The Basics!</b> Ariana Wood - Senior Lean Consultant, Results Washington</p>	<p><b>What Makes Government Sector Continuous Improvement Successful? Is it Different from the Private Sector?</b> Dr. Dean Schroeder - Author and Senior Research Professor, Valparaiso University</p>	<p><b>Reveal the Skeletons in Your Closet: Invite Customers to the Workshop Table as Equals</b> Amy London - VMPS Product Innovation Specialist, and Amy Tufano - Administrative Director of Patient Relations, Virginia Mason</p>	<p><b>Dare to Lead™ – Developing Brave Leaders and Choosing Courage Over Comfort</b> Amy Leneker - Leadership Consultant, Compass Consulting, LLC</p>	<p><b>Courageously Creative: Reimagining Experiences with Design Thinking</b> Jessica Dang - Senior Design Strategist, Results Washington</p>	<p><b>Motivation, Desire and Courage</b> Marty Lyons - Lean Practitioner, The Boeing Company, and Certified Instructor, Dale Carnegie Training</p>	<p><b>Imagine, Design, and Build Your Internal Coaching Program</b> Doug Nathan, Tamir Hasan, Eunjoo Greenhouse, and Kara Cuzzetto, King County</p>	<p><b>Connecting Employees to Their Customers Through an Aligned Strategy</b> Katy Folk-Way - Director, and Patrick McNelly - Assistant Director, University of Washington Creative Communications</p>
	<p><b>The Courage to Defy Tradition: A New Way to Help Veterans Thrive</b> Scott Kurish - Director, Office of Continuous Improvement, and Col. Wanda Wright - Administrator, Arizona Department of Veterans’ Services</p>	<p><b>Getting to YES: Providing the Best Possible Customer Experience, Every Time</b> Hollie Jensen - Director of Continuous Improvement, Results Washington</p>	<p><b>How Continuous Process Improvement Changed Culture and Reduced Lab Result Delivery Time by Over 30% (and Counting)</b> Elizabeth Means Ziemianski - Senior Laboratory Manager, Alliance Lab, and Jenni Hurner - Associate, Continuous Performance Improvement Department, Seattle Cancer Care Alliance</p>				<p><b>20 Questions to Better Understand Your Data</b> Adnan Mahmud - Chief Executive Officer, LiveStories</p>	<p><b>Psychological Safety in the Workplace</b> Anne Hansen - Leadership Development Manager, and Elizabeth Fontanilla and Mike Kohlhorst - Learning Design &amp; Delivery Professionals, Department of Enterprise Services</p>

**Day 2: Wednesday, October 9, 2019**

Time	Exhibit Hall	Ballroom A	Ballroom B/C	Ballroom D	Room 315/316	Room 317	Room 318	Room 407
8:30am-9:50am	<p><b>Welcome</b></p> <p><b>Keynote Presentation: Kimberly Davis - Author, <i>Brave Leadership</i></b></p>							
10:15am-11:15am	<p><b>Human-Centered Leadership: New Behaviors, Mindsets and Attributes for the 21<sup>st</sup> Century</b> Sesil Pir - Founder and Principal Consultant, SESIL PIR Consulting GmbH</p>	<p><b>Building a Culture of Care</b> Audrey Lang, MS, SPHR - Senior Vice President for Organizational Development, San Diego Humane Society</p>	<p><b>Achieving Operational Excellence</b> Chastity Walck - Senior Lean Consultant, and Nathan Petty - Director of Lean, Department of Labor and Industries</p>	<p><b>We've Got it Wrong: Redesigning the Feedback Process so It's Meaningful</b> Wendy Fraser PhD - Chief Inspiration Officer, Fraser Consulting LLC</p>	<p><b>Understanding Customer Expectations through Better Listening</b> Eden Teachout and Heidi Loveall - Senior Lean Consultants, Department of Enterprise Services</p>	<p><b>Building a Culture of CPI: One Fishing Boat at a Time</b> Delmas Whittaker - Senior Manager, Fishing Vessel Services, and Pennie Saum - Continuous Process Improvement Program Manager, Port of Seattle</p>	<p><b>Client Empathy and the Lean Charter</b> Jennifer Yeaman - Co-Member, Full Circle Strategies, LLC</p>	<p><b>Creating Meaningful Problem Statements</b> Janina Oestreich - Planning and Performance Manager, and Maureen Jensen - Management Analyst 5, Division of Childhood Support, Economic Services Administration, Department of Social and Health Services</p>
		<p><b>Psychological Safety in the Workplace</b> Anne Hansen - Leadership Development Manager, and Elizabeth Fontanilla and Mike Kohlhorst - Learning Design &amp; Delivery Professionals, Department of Enterprise Services</p>	<p><b>Hire the Best, Fast!</b> Brian Elms - Innovation Practice Lead, Change &amp; Innovation Agency, and Anna Forsberg - Talent Acquisition Manager, City and County of Denver</p>	<p><b>Adventures in Storytelling: Get Results, Build Community, and Influence Others by Telling Stories</b> Jennifer Haury - Organizational Anthropologist, All Angles Consulting LLC</p>	<p><b>Voice of the Community</b> Mason Gray - Chief Operating Officer and Lean Six Sigma Consultant, SixSigmaTV.Net</p>	<p><b>How Virtual Teams Can Succeed (Even Better Than Traditional Collocated Teams)</b> Arun Kumar - Chief Executive Officer, Kerika</p>		
11:40am-12:40pm	<p><b>Make Leadership More Human</b> Renée Smith - Director of Workplace Transformation, Results Washington</p>	<p><b>Challenging Cultures to Improve Care at State Hospitals</b> Jason Stringer and Sean Looman-Nelson - Treatment Mall Managers, Oregon State Hospital</p>	<p><b>Regional Law and Justice Reforms – Success Through Teamwork!</b> John Dickson - Chief Operations Officer, Spokane County</p>	<p><b>Dare to Lead™ – Developing Brave Leaders and Choosing Courage Over Comfort</b> Amy Leneker - Leadership Consultant, Compass Consulting, LLC</p>	<p><b>Storytelling as a Strategic Tool for Change</b> Joe Vansyckle - Leadership Development and Change Consultant, The J. Alton Group</p>	<p><b>Short Talks - Everyone Matters</b> 1 - <b>Small but Mighty Teams</b> Scott Lacey - IT Group Lead, and Bethany Martin - Client Services Mgr, University of Washington Creative Communications  2 – <b>What I Learned Facing the Fear of the Unknown</b> Rene Morales - Executive Assistantt, Dept of Veterans Affairs &amp; Professional Development Chair WA State's Latino Leadership Network</p>	<p><b>What Makes Government Sector Continuous Improvement Successful? Is It Different from the Private Sector?</b> Dr. Dean Schroeder - Author and Senior Research Professor, Valparaiso University</p>	<p><b>Breaking Down Silos for Better Performance</b> Tim Dyeson - Performance Measurement Manager, Matt Montgomery - Management Analyst 5, Aaron Cunningham - Management Analyst 5, and Trinity Wilson - MECS Operations Manager, Health Care Authority</p>
		<p><b>Modernize Your Community Through Business Transformation</b> Yvette Turner Stephens - Senior Manager, Deloitte Consulting</p>	<p><b>Learning About Learning in a Lean Environment</b> Debbie Kruse - Director of Patient Support Services, Scott Hampton - Manager of the Educational Department, and Tori Gittings - Educator, Seattle Children's Hospital</p>	<p><b>Inspiration, Instigation, Integration: Keeping Lean Alive and Kicking</b> Steven Thomson - Lean Specialist, Center for Government Innovation, Washington State Auditor's Office, and Deborah Needham - Emergency Management Director, City of Renton</p>	<p><b>Playing Monopoly at Someone Else's House: Connect with Standardized Work</b> Scott Kurish - Office of Continuous Improvement Administrator, Arizona Department of Veterans' Services</p>	<p><b>The Lean Rapid Process Improvement Workshop: A Better Way</b> Sheilah Paddy O'Brien - MPA, GBLSS, PMA, OBrienLean, and Tori Algee - Lean Coach, BGM Inc.</p>		
1:05pm-2:05pm	<p><b>A Brave, Human Conversation with Kimberly and Sesil</b> Kimberly Davis - Author, <i>Brave Leadership</i>, Sesil Pir - Founder and Principal Consultant, SESIL PIR Consulting GmbH Moderator: Renée Smith - Director of Workplace Transformation, Results Washington</p>	<p><b>Challenging Cultures to Improve Care at State Hospitals</b> Jason Stringer and Sean Looman-Nelson - Treatment Mall Managers, Oregon State Hospital</p>	<p><b>Regional Law and Justice Reforms – Success Through Teamwork!</b> John Dickson - Chief Operations Officer, Spokane County</p>	<p><b>Dare to Lead™ – Developing Brave Leaders and Choosing Courage Over Comfort</b> Amy Leneker - Leadership Consultant, Compass Consulting, LLC</p>	<p><b>Storytelling as a Strategic Tool for Change</b> Joe Vansyckle - Leadership Development and Change Consultant, The J. Alton Group</p>	<p><b>Short Talks - Everyone Matters</b> 1 - <b>Small but Mighty Teams</b> Scott Lacey - IT Group Lead, and Bethany Martin - Client Services Mgr, University of Washington Creative Communications  2 – <b>What I Learned Facing the Fear of the Unknown</b> Rene Morales - Executive Assistantt, Dept of Veterans Affairs &amp; Professional Development Chair WA State's Latino Leadership Network</p>	<p><b>What Makes Government Sector Continuous Improvement Successful? Is It Different from the Private Sector?</b> Dr. Dean Schroeder - Author and Senior Research Professor, Valparaiso University</p>	<p><b>Breaking Down Silos for Better Performance</b> Tim Dyeson - Performance Measurement Manager, Matt Montgomery - Management Analyst 5, Aaron Cunningham - Management Analyst 5, and Trinity Wilson - MECS Operations Manager, Health Care Authority</p>
2:30pm-3:30pm	<p><b>A Brave, Human Conversation with Kimberly and Sesil</b> Kimberly Davis - Author, <i>Brave Leadership</i>, Sesil Pir - Founder and Principal Consultant, SESIL PIR Consulting GmbH Moderator: Renée Smith - Director of Workplace Transformation, Results Washington</p>	<p><b>Modernize Your Community Through Business Transformation</b> Yvette Turner Stephens - Senior Manager, Deloitte Consulting</p>	<p><b>Learning About Learning in a Lean Environment</b> Debbie Kruse - Director of Patient Support Services, Scott Hampton - Manager of the Educational Department, and Tori Gittings - Educator, Seattle Children's Hospital</p>	<p><b>Inspiration, Instigation, Integration: Keeping Lean Alive and Kicking</b> Steven Thomson - Lean Specialist, Center for Government Innovation, Washington State Auditor's Office, and Deborah Needham - Emergency Management Director, City of Renton</p>	<p><b>Playing Monopoly at Someone Else's House: Connect with Standardized Work</b> Scott Kurish - Office of Continuous Improvement Administrator, Arizona Department of Veterans' Services</p>	<p><b>The Lean Rapid Process Improvement Workshop: A Better Way</b> Sheilah Paddy O'Brien - MPA, GBLSS, PMA, OBrienLean, and Tori Algee - Lean Coach, BGM Inc.</p>		