

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>Welcome: Governor Jay Inslee</p> <p>Keynote Presentation: August de los Reyes- Chief Design Officer, Varo</p>							
10:15am-11:15am	<p>Solving the People Problem: Building Work Relationships That Really Work Brett Cooper - President and Co-Founder, and Evans Kerrigan - Chief Executive Officer and Co-Founder, Integris Performance Advisors</p>	<p>Regional Law and Justice Reforms – Success Through Teamwork! John Dickson - Chief Operations Officer, Spokane County</p>	<p>Strengthening and Repairing Trust at the Organizational Level Wendy Fraser - Chief Inspiration Officer, Fraser Consulting LLC</p>	<p>The Courage to Innovate Joe Vansyckle - Master Trainer and Innovation Catalyst, The J. Alton Group</p>	<p>A Human Workplace: Emotional Intelligence Reboot Renée Smith - Director of Workplace Transformation, Results Washington</p>	<p>Lean Leader Coaching Program Judith Henderson - Head of Enterprise Operations, and Deb Schaal - Director Operational Excellence, Farmers Life Insurance</p>	<p>Growing the Team, Enhancing the UW Community Steven Roberts - Assistant Director, and David Williams - Program Support Supervisor 2, University of Washington Mailing Services</p>	<p>Public Assistance: What Happens When We Have the Courage to Change? Babs Roberts - Director, and Herminia Esqueda - Workforce Optimization Manager, Community Services Division, Economic Services Administration, Department of Social and Health Services</p>
	<p>Hire the Best, Fast! Brian Elms - Innovation Practice Lead, Change & Innovation Agency, and Anna Forsberg - Talent Acquisition Manager, City and County of Denver</p>	<p>Adventures in Storytelling: Get Results, Build Community, and Influence Others by Telling Stories Jennifer Haury - Organizational Anthropologist, All Angles Consulting LLC</p>	<p>Grow – Effective Gemba Walks and So Much More Damon Drown - Chief Scientist, and Doric Olson - Executive Leadership Consultant, and John Utter - Wellness Director, Thrive at Work</p>			<p>Lonely Planet’s Guide to Lean Melanie Anderson, Brett Jackson, Brenda Brady, Robin Poppinger, and Ed Schott, Premera Blue Cross</p>	<p>How Having Fun with a Focus Can Impact Your Results Doug Merrill - Associate Director of Operational Excellence, University of Washington</p>	<p>Results DOC – A Structured Approach to Implementing Outcome Based Management Rob Herzog - Prisons Assistant Secretary, and Julie Martin - Deputy Director, and Jim Dunivan - Results Director, Department of Corrections</p>
1:05pm-2:05pm	<p>Lean in Washington – The Basics! Ariana Wood - Senior Lean Consultant, Results Washington</p>	<p>Factors That Influence the Success of Lean Programs: Differences Between the Public and Private Sector Dr. Shane A. Wentz - Co-owner, A Change in Latitude Consulting</p>	<p>Reveal the Skeletons in Your Closet: Invite Customers to the Workshop Table as Equals Amy London - VMPS Product Innovation Specialist, and Amy Tufano - Administrative Director of Patient Relations, Virginia Mason</p>	<p>Dare to Lead™ – Developing Brave Leaders and Choosing Courage Over Comfort Amy Leneker - Leadership Consultant, Compass Consulting, LLC</p>	<p>Courageously Creative: Reimagining Experiences with Design Thinking Jessica Dang - Senior Design Strategist, Results Washington</p>	<p>Motivation, Desire and Courage Marty Lyons - Lean Practitioner, The Boeing Company, and Certified Instructor, Dale Carnegie Training</p>	<p>Imagine, Design, and Build Your Internal Coaching Program Doug Nathan, Tamir Hasan, Eunjoo Greenhouse, and Kara Cuzzetto, King County</p>	<p>Connecting Employees to Their Customers Through an Aligned Strategy Katy Folk-Way - Director, and Patrick McNelly - Assistant Director, University of Washington Creative Communications</p>
	<p>The Courage to Defy Tradition: A New Way to Help Veterans Thrive Scott Kurish - Director, Office of Continuous Improvement, and Col. Wanda Wright - Administrator, Arizona Department of Veterans’ Services</p>	<p>Getting to YES: Providing the Best Possible Customer Experience, Every Time Hollie Jensen - Director of Continuous Improvement, Results Washington</p>	<p>How Continuous Process Improvement Changed Culture and Reduced Lab Result Delivery Time by Over 30% (and Counting) Elizabeth Means Ziemianski - Senior Laboratory Manager, Alliance Lab, and Jenni Hurner - Associate, Continuous Performance Improvement Department, Seattle Cancer Care Alliance</p>			<p>Say What You Need to Say: How Having Difficult Conversations Permits Growth, Progression, and Serve as the Foundation of Great Improvements LeKisha McKinley - Chief Executive/Senior Business Process Consultant, LQM Business Strategists</p>	<p>Psychological Safety in the Workplace Anne Hansen - Leadership Development Manager, and Elizabeth Fontanilla and Mike Kohlhorst - Learning Design & Delivery Professionals, Department of Enterprise Services</p>	<p>Measuring Impact on Communities Served Scott Siderman - Manager, TokuSaku Consulting</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>Welcome</p> <p>Keynote Presentation: Kimberly Davis - Author, <i>Brave Leadership</i></p>							
10:15am-11:15am	<p>Human-Centered Leadership: New Behaviors, Mindsets and Attributes for the 21st Century Sesil Pir - Founder and Principal Consultant, SESIL PIR Consulting GmbH</p>	<p>Building a Culture of Care Audrey Lang, MS, SPHR - Senior Vice President for Organizational Development, San Diego Humane Society</p>	<p>Achieving Operational Excellence Chastity Walck - Senior Lean Consultant, and Nathan Petty - Director of Lean, Department of Labor and Industries</p>	<p>We've Got it Wrong: Redesigning the Feedback Process so It's Meaningful Wendy Fraser PhD - Chief Inspiration Officer, Fraser Consulting LLC</p>	<p>Understanding Customer Expectations through Better Listening Eden Teachout and Heidi Loveall - Senior Lean Consultants, Department of Enterprise Services</p>	<p>Building a Culture of CPI: One Fishing Boat at a Time Delmas Whittaker - Senior Manager, Fishing Vessel Services, and Pennie Saum - Continuous Process Improvement Program Manager, Port of Seattle</p>	<p>Client Empathy and the Lean Charter Jennifer Yeaman - Co-Member, Full Circle Strategies, LLC</p>	<p>Creating Meaningful Problem Statements 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>Psychological Safety in the Workplace Anne Hansen - Leadership Development Manager, and Elizabeth Fontanilla and Mike Kohlhorst - Learning Design & Delivery Professionals, Department of Enterprise Services</p>	<p>Hire the Best, Fast! Brian Elms - Innovation Practice Lead, Change & Innovation Agency, and Anna Forsberg - Talent Acquisition Manager, City and County of Denver</p>	<p>Adventures in Storytelling: Get Results, Build Community, and Influence Others by Telling Stories Jennifer Haury - Organizational Anthropologist, All Angles Consulting LLC</p>	<p>Voice of the Community Mason Gray - Chief Operating Officer and Lean Six Sigma Consultant, SixSigmaTV.Net</p>	<p>How Virtual Teams Can Succeed (Even Better Than Traditional Collocated Teams) Arun Kumar - Chief Executive Officer, Kerika</p>		
11:40am-12:40pm	<p>Make Leadership More Human Renée Smith - Director of Workplace Transformation, Results Washington</p>	<p>Challenging Cultures to Improve Care at State Hospitals Jason Stringer and Sean Looman-Nelson - Treatment Mall Managers, Oregon State Hospital</p>	<p>Regional Law and Justice Reforms – Success Through Teamwork! John Dickson - Chief Operations Officer, Spokane County</p>	<p>Dare to Lead™ – Developing Brave Leaders and Choosing Courage Over Comfort Amy Leneker - Leadership Consultant, Compass Consulting, LLC</p>	<p>Storytelling as a Strategic Tool for Change Joe Vansyckle - Leadership Development and Change Consultant, The J. Alton Group</p>	<p>Short Talks - Everyone Matters 1 - Small but Mighty Teams Scott Lacey - IT Group Lead, and Bethany Martin - Client Services Mgr, University of Washington Creative Communications</p> <p>2 – What I Learned Facing the Fear of the Unknown Rene Morales - Executive Assistantt, Dept of Veterans Affairs & Professional Development Chair WA State's Latino Leadership Network</p>	<p>Twenty Questions to Better Understand Your Data Adnan Mahmud - Chief Executive Officer, LiveStories</p>	<p>Breaking Down Silos for Better Performance 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>Modernize Your Community Through Business Transformation Yvette Turner Stephens - Senior Manager, Deloitte Consulting</p>	<p>Learning About Learning in a Lean Environment Debbie Kruse - Director of Patient Support Services, Scott Hampton - Manager of the Educational Department, and Tori Gittings - Educator, Seattle Children's Hospital</p>	<p>Inspiration, Instigation, Integration: Keeping Lean Alive and Kicking Steven Thomson - Lean Specialist, Center for Government Innovation, Washington State Auditor's Office, and Deborah Needham - Emergency Management Director, City of Renton</p>	<p>Playing Monopoly at Someone Else's House: Connect with Standardized Work Scott Kurish - Office of Continuous Improvement Administrator, Arizona Department of Veterans' Services</p>	<p>The Lean Rapid Process Improvement Workshop: A Better Way Sheilah Paddy O'Brien - MPA, GBLSS, PMA, OBrienLean, and Tori Algee - Lean Coach, BGM Inc.</p>		
1:05pm-2:05pm	<p>A Brave, Human Conversation with Kimberly and Sesil 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>Challenging Cultures to Improve Care at State Hospitals Jason Stringer and Sean Looman-Nelson - Treatment Mall Managers, Oregon State Hospital</p>	<p>Regional Law and Justice Reforms – Success Through Teamwork! John Dickson - Chief Operations Officer, Spokane County</p>	<p>Dare to Lead™ – Developing Brave Leaders and Choosing Courage Over Comfort Amy Leneker - Leadership Consultant, Compass Consulting, LLC</p>	<p>Storytelling as a Strategic Tool for Change Joe Vansyckle - Leadership Development and Change Consultant, The J. Alton Group</p>	<p>Short Talks - Everyone Matters 1 - Small but Mighty Teams Scott Lacey - IT Group Lead, and Bethany Martin - Client Services Mgr, University of Washington Creative Communications</p> <p>2 – What I Learned Facing the Fear of the Unknown Rene Morales - Executive Assistantt, Dept of Veterans Affairs & Professional Development Chair WA State's Latino Leadership Network</p>	<p>Twenty Questions to Better Understand Your Data Adnan Mahmud - Chief Executive Officer, LiveStories</p>	<p>Breaking Down Silos for Better Performance 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>A Brave, Human Conversation with Kimberly and Sesil 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>Modernize Your Community Through Business Transformation Yvette Turner Stephens - Senior Manager, Deloitte Consulting</p>	<p>Learning About Learning in a Lean Environment Debbie Kruse - Director of Patient Support Services, Scott Hampton - Manager of the Educational Department, and Tori Gittings - Educator, Seattle Children's Hospital</p>	<p>Inspiration, Instigation, Integration: Keeping Lean Alive and Kicking Steven Thomson - Lean Specialist, Center for Government Innovation, Washington State Auditor's Office, and Deborah Needham - Emergency Management Director, City of Renton</p>	<p>Storytelling as a Strategic Tool for Change Joe Vansyckle - Leadership Development and Change Consultant, The J. Alton Group</p>	<p>Short Talks - Everyone Matters 1 - Small but Mighty Teams Scott Lacey - IT Group Lead, and Bethany Martin - Client Services Mgr, University of Washington Creative Communications</p> <p>2 – What I Learned Facing the Fear of the Unknown Rene Morales - Executive Assistantt, Dept of Veterans Affairs & Professional Development Chair WA State's Latino Leadership Network</p>	<p>Twenty Questions to Better Understand Your Data Adnan Mahmud - Chief Executive Officer, LiveStories</p>	<p>Breaking Down Silos for Better Performance 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>