



**M I S S O U R I**

**SHOW ME EXCELLENCE  
VIRTUAL SUMMIT  
2021**

**October 19, 2021  
10:00 AM - 4:00 PM**

**Achieving Excellence Together**



## SCHEDULE

10:00 – 10:25 AM	Opening Ceremonies
10:25 – 11:15 AM	Breakout Session #1
11:15 – 12:00 PM	Keynote Address Craig Russell, Walt Disney Imagineering
12:00 – 12:30 PM	Lunch
12:30 – 1:20 PM	Breakout Session #2
1:20 – 2:05 PM	Achieving Excellence Together: A Roundtable Discussion on the Fusion Cell
2:05 – 2:55 PM	Breakout Session #3
2:55 – 3:45 PM	Agency Operational Excellence Journeys: A Roundtable Discussion with the Departments of Economic Development and Mental Health
3:45 – 4:00 PM	Closing Ceremonies



# Breakout Session Descriptions

## Citizen Focus

### First Steps in Customer Journey Mapping 10:25 am

Tracy Owens - *Ohio State University*

Concepts like Design Thinking, Empathy Mapping, and the Customer Journey intersect in the area of Innovation Management, but they are often regarded as the job of somebody else who is uniquely qualified. Use these accessible tool sets to uncover your organization's hidden strengths and build the next generation of solutions.

### How DHEWD Is Improving Citizen Experience 12:30 pm

Dr. Mardy Leathers - *Dept. of Higher Education and Workforce Development*

The Missouri Office of Workforce Development has worked since 2019 to fundamentally redesign the process by which public workforce system resources are accessed by citizens. Recently this included a nine month process of developing citizen journey maps to understand current state, restructure and transform processes, and standardize and scale across each of Missouri's 27 Job Centers and 14 Local Workforce Development Boards. Dr. Mardy Leathers will discuss this initiative and provide a roadmap for other state agencies to consider when seeking innovative and efficient ways to improve citizen experience.

### Improve Outcomes with After Action Reviews (AARs) 2:05 pm

Corey Bolton - *Office of Administration*

Jessica Caddell - *Office of Administration*

Learn how After Action Reviews (AAR) can help improve outcomes for your team and the customer. AAR is structured review or de-briefing through a guided process where participants of the project or event analyze what happened, why it happened, and was the outcome as intended. In this session, we will look at why AARs matter, when to conduct an AAR, and how to conduct AAR.

## Leadership

### Lean, the Path to Social Transformation: An Introduction to Level Three Government 10:25 am

John Bernard - *Advisor, Strategist and Thought Leader*

From the author of *Government That Works*, John introduces an operating maturity model for state government beginning with Level One, where a state's operations are reaction driven -- crisis, problem, or the issue of the day. With the governor's goals and measurable targets, states move to Level Two, results driven. A state has in place broadly Lean, business reviews, cross-agency breakthroughs, next-generation leadership development, and comprehensive efforts to engage all employees in improving their processes. Level Two maturity makes Level Three possible. Level Three, social-good driven, applies the disciplines, methods, and tools of Level Two to address such complex social challenges as teenage suicide, opioid overdose deaths, child maltreatment, homelessness, racial inequality, and global warming.

### Great Conversations 12:30 pm

Aaron Dimmock - *Office of Administration*

Having great conversations is the key to advanced team performance. It is key because great conversations allow all of us to offer our thoughts, ideas, and opinions in a way that results in the level of organizational health necessary to sustainably drive toward operational excellence.

### Problem Solving: Transition from Doing to Coaching 2:05 pm

Jamie Parker - *Process + Results*

As a manager or improvement practitioner, you've developed solid problem-solving skills. Yet organizationally, problem solving tends to be isolated to certain people, roles, departments, or events. Improvement is not yet "everybody, everywhere, everyday". To build an improvement culture, you have to move from doing problem solving to coaching problem solving. The thing is, these are two distinctly different skills.

# Breakout Session Descriptions

## *Missouri OpEx in Action*

**The Quarterly Pulse Survey in Action** 10:25 am

**Rebecca Moyers - Office of Administration**

The Quarterly Pulse Survey (QPS) ask the workforce of the 16 executive departments of the State of Missouri to answer the same questions at the same time. This allows us to hear candid perspectives from all of our teammates on how we are working together, how we are moving on major initiatives, and where we can improve. During this session we will discuss the history of the QPS, why it is important, and how we have used the data to improve our organization.

**Introducing the Next Generation Missouri Way Training Series** 12:30 pm

**Casey Osterkamp - Office of Administration**

Prior to the pandemic, over 2000 State of Missouri team members were fortunate to experience a three day, best-in-class advanced management and leadership training – The Missouri Way. In this breakout session, we are excited to share with you the details of what the next generation of this training looks like. This edutainment model leverages videos from a variety of experts, templates, exercises and supplemental resources. The design of this series is flexible enabling teams to learn together or individuals to brush up on skills just in time.

**Show Me Challenge: Meet our 2021 Winners and learn more about the competition** 2:05 pm

**Danielle Briot - Office of Administration**

This session will provide an overview of the Show Me Challenge - the state's platform that provides team members the opportunity to pitch their solutions to improve how we serve citizens, and a chance to win a cash award and public recognition their ideas. You will also get to hear from the Show Me Challenge Cycle 5 winners as they discuss their ideas and experience in participating in the Challenge.

## *Show Me Excellence White Belt*

**Truly Collaborate: Visualization for teams in the office or distributed** 10:25 am

**Jim Benson - Modus Cooperandi**

Kanban is part of our White Belt training and Jim Benson is an industry expert on all things Kanban! At work, we spend copious precious time asking each other questions, searching for information, scheduling meetings that provide information that could be simply read, and having meetings that have outcomes people forget or remember differently. Since COVID, the challenges of remote work accentuate the need for more collaboration.

**Introduction to Operational Excellence** 12:30 pm

**Cindy Dixon - Office of Administration**

Learn about Show Me Excellence in Missouri and how you can get involved.

**5S - Workplace Organization and Productivity** 12:30 pm

**Colette Wekenborg - Department of Natural Resources**

5S is a methodology of how to create and maintain a clean and orderly workplace (applicable to your desk, your office, your shared work locations and your home). The application of the 5S principles is more than a method of cleaning, it exposes waste and makes defects more visible providing a space that can make you more productive.

**Making the Invisible, Visible: Process Mapping** 2:05 pm

**Lauren Hildreth - Department of Conservation**

Tune in to learn what, why, and how of process mapping. This session will also discuss the different formats of mapping (in-person vs. virtual) and the challenges with each.



## Keynote Speaker

11:15 am



### **Craig Russell, *Walt Disney Imagineering*** **Working Hard at Work Worth Doing**

Moderator - Aaron Dimmock - *Office of Administration*

Defining a compelling mission ignites passion and invites people to make an impact. Leading people for whom the work is a calling brings with it unique challenges and opportunities. To navigate through it all, we must focus on people and the impact of their work. Persistently connecting the mission to the people and their impact is what it takes to support everyone working hard at work they feel is worth doing.

# Roundtable Discussions

## Achieving Excellence Together

1:20 pm

*A roundtable discussion on the impact of the COVID-19 Fusion Cell*

### *Panelists*

**Rob Dixon - Director, Department of Economic Development**

**Sarah Steelman - Commissioner**

**Cindy Dixon - Director of Operational Excellence, Office of Administration**

**Moderator - Rob Hunt - Department of Natural Resources**

Learn how the State of Missouri deployed General Stanley McChrystal's Team of Teams approach to mobilize cross departmental resources and break down traditional silos to effectively address the scale, scope, and complexity of the pandemic.

## Agency Operational Excellence Journeys

2:55 pm

*A roundtable discussion with the Departments of Economic Development and Mental Health*

### *Panelists*

**Val Huhn - Missouri Department of Mental Health**

**Julia LePage - Missouri Department of Mental Health**

**Kaitlyn Thomas - Missouri Department of Economic Development**

**Maggie Kost - Missouri Department of Economic Development**

**Moderator - Aaron Dimmock - Office of Administration**

Join team members from the Missouri Departments of Mental Health and Economic Development as they share their operational excellence journeys.



# State of Missouri Operational Excellence Community

Show Me Excellence Summit



**Cindy Dixon**  
Director of Operational  
Excellence, State of Missouri



**Aaron Dimmock**  
Deputy Director of  
Operational Excellence



**David Edwards**  
Dept. of Corrections



**Colette Weckenborg**  
Dept. of Natural  
Resources



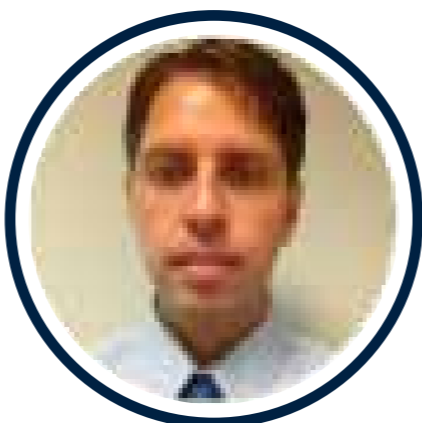
**Jennifer Hentges**  
Dept. of Agriculture



**Colleen Dowd**  
Dept. of Labor and  
Industrial Relations



**Grady Martin**  
Dept. of Commerce and  
Insurance



**Lians Taylor**  
Dept. of Transportation



**Kendra Witthaus**  
Dept. of Conservation



**Julie LePage**  
Dept. of Mental Health



**Jake King**  
Dept. of Education and  
Secondary Education



**Carla McDaniel**  
Dept. of Higher Education  
and Workforce Development



**Kaitlyn Thomas**  
Dept. of Economic  
Development



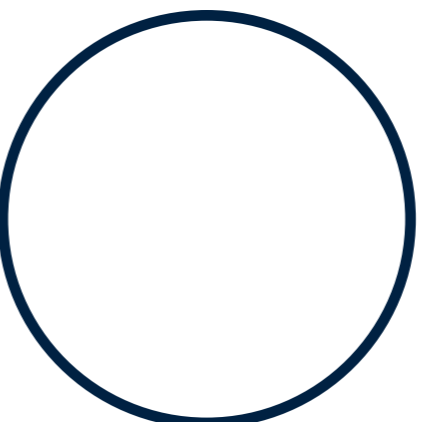
**Crystal Wilson**  
Dept. of Social Services



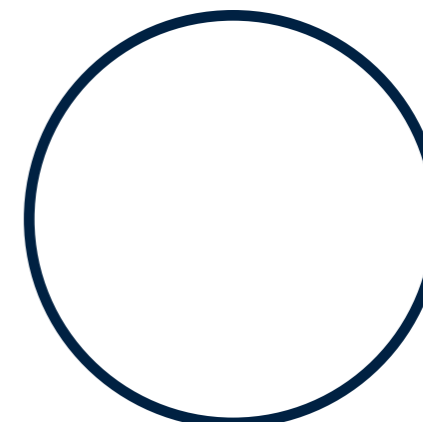
**Amanda Wilbers**  
Dept. of Public Safety



**Rebecca Moyers**  
Office of Administration



**Vacant**  
Dept. of Health  
and Senior Services



**Vacant**  
Dept. of Revenue



# Thank You

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The Show Me Excellence Summit is a collaborative effort of the State Operational Excellence Team. The Summit Steering Committee would like to thank all of our speakers and moderators for their commitment to bring great content to help build our Show Me Excellence Community. The Steering Committee would also like to give special thanks to our support team that made all of the magic happen behind the scenes.

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## *Summit Steering Committee*

**Alyssa Bish, Co-Chairperson**

**Ashley Shannon, Co-Chairperson**

Cindy Dixon

Carla Bernskoetter

Aaron Dimmock

Amanda Wilbers

Rebecca Moyers

Karen Miller

## *Special Thanks!*

Sam Swoboda

Fonda Thomas

Maddie Meyer

Scott Woerner

Landon Hance

Melody Reichel

Chris Moreland

Crystal Wessing

Olivia Gerling

