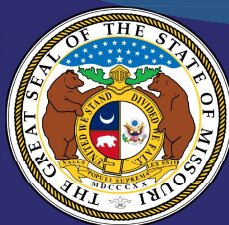




**MISSOURI**  
**SHOW ME EXCELLENCE**  
**VIRTUAL SUMMIT**  
**2022**

October 4th, 2022  
9:30 AM - 4:00 PM

**One T.E.A.M.**  
**Trust | Empowerment | Action | Mentorship**



## SCHEDULE

9:30 – 9:45 AM	Opening Ceremonies
9:45 – 10:35 AM	Crack Your Culture Code with Dan Coyle
10:40 – 11:30 AM	Breakout Session #1
11:35 – 12:25 PM	Psychological Safety with Amy Edmondson
12:25 – 1:00 PM	Lunch
1:00 – 1:50 PM	Reduce Bias in Your Workplace with Trier Bryant
1:55 – 2:45 PM	Breakout Session #2
2:50 – 3:35 PM	How to use your QPS results to improve organizational health: A roundtable discussion with Departments of Natural Resources, Agriculture, Health and Senior Services, and Workforce Development and Higher Education
3:40 – 4:00 PM	Closing Ceremonies

9:45 am



## **Crack your Culture Code**

### **Dan Coyle**

*New York Times bestselling author*

Moderator - Aaron Dimmock - *Office of Administration*

Great cultures, Dan has found, are built on three essential skills: safety, vulnerability, and purpose. These skills help team members create connection and trust while maintaining a focus on common goals. Learned during his years studying the ways successful groups work together, Dan will be sharing concrete, actionable tips and exercises that will help your team build a cohesive, positive culture.



## **Psychological Safety**

### **Amy Edmondson**

*Professor at Harvard Business School and author*

Moderator - Aaron Dimmock - *Office of Administration*

Amy's expertise in failure comes from more than two decades of work as a research scientist, writer, and teacher, best known for pioneering work on psychological safety—the notion that people and organizations flourish when a culture encourages and supports speaking up, asking questions, seeking help, and sharing mistakes. To make full use of psychological safety, Amy believes that we must internalize the science of failure. Its lessons invite us to accept challenges with less fear—to foray boldly, to stretch, and to walk away wiser when we miss the mark. Amy will share how embracing our fallibility, along with the fallibility of the organizations we create and work in, helps us truly thrive in a world that keeps changing.



## How to Reduce Bias in Your Workplace Trier Bryant

*Co-Founder and CEO of the company Just Work*

Moderator - Aaron Dimmock - *Office of Administration*

We all must learn to recognize the difference between bias, prejudice, and bullying, and to respond differently to each. Bias is “not meaning it,” prejudice is “meaning it,” and bullying is “being mean.” To confront bias, we can use an “I” statement to invite the other person to see things the way we do. To confront prejudice, we can use an “it” statement to clearly show the other person where the line between their right to believe whatever they want and our right not to allow them to impose their beliefs on us is. Lastly, to confront bullying, we can use a “you” statement to show the other person there will be negative consequences for their behavior. Trier will share that when we clean up misconceptions and the behaviors that go with them, we build happier, more productive workplaces.

# Roundtable Discussion

## How to use your QPS results to improve organizational health

2:50 pm

### *Panelists*

**Brenna Davidson** - *Department of Health and Senior Services*

**Carla McDaniel** - *Department of Higher Education and Workforce Development*

**Jennifer Hentges** - *Missouri Department of Agriculture*

**Justin Buckler** - *Department of Natural Resources*

**Moderator – Rob Hunt**

The Quarterly Pulse Survey provides insights into the organizational health of our teams, but those insights are only as good as the actions agencies take to improve the environment for team members. See examples of how some agencies are communicating and operationalizing QPS insights into the daily functions of the organization.

# Breakout Session Descriptions

## Trust

### **Trusting the Process: How Inclusion Can Improve Your Department**

**10:40 am**

**Ollie Green - *Department of Elementary and Secondary Education***

Building an inclusive workplace is not an easy undertaking. It takes an exponential amount of courage, confidence, and determination to implement comprehensive inclusive strategies. The Office of Adult Learning and Rehabilitation Services (OLARS), a division of the Department of Elementary and Secondary Education, has been implementing inclusion principals for its team members and clients for several years. This breakout session will give leaders insight into what strategies OLARS utilized that yielded big results. Topics covered include, the effect inclusion has on your organization, how to measure success, and strategies to improve inclusion efforts in your department.

### **Fostering Trust for High Performers**

**1:55 pm**

**Ted Delicath - *McCrystal Group***

Drawing on McChrystal Group's background in the military's special forces, the discussion will focus on the foundation of trust and, from it, all other necessary team dynamics flow. Fortunate to have spent 12+ months serving beside Missouri state servants, Ted will draw on his experience with the Fusion Cell and Vaccine rollout, showcasing what he learned from state leaders about trust and leadership during a crisis.

## Empowerment

### **We Need Failure to Succeed**

**10:40 am**

**Rebecca Moyers - *Office of Administration***

Do you feel safe to fail at work? The best way to continuously improve is to acknowledge and take time to learn from our failures. We are all leaders, and how you react to these mistakes can dictate our ability to improve processes and sustain change. During our time together we will explore ways to create a safe space to fail, decrease the impact of our mistakes, and increase the ability to make meaningful change.

### **The Power of a Recurring Team Huddle**

**1:55 pm**

**Jennifer Hentges and Shari Steele - *Missouri Department of Agriculture***

Could you work more effectively if you were more connected to your team, if important information was shared on a regular basis, if you had time to share collective issues and brainstorm efficiencies? This is the power of the recurring team huddle. In this session we will talk about the purpose of a team huddle and how to make it an effective part of your business routine.

# Breakout Session Descriptions

## Action

### **Change Management Tools and How to Use the Tools to Change Your Culture**

10:40 am

**Anne Precythe and David Edwards - *Department of Corrections***

In 2017 after several years of media reporting and staff complaints of a toxic work environment, the Department of Corrections took a hard look at our organizational health to understand how and where we could change. By that time, many staff had reached a breaking point over what many perceived as failed administration, a culture that allegedly tolerated discrimination, harassment, retaliation and a “good ole boy” system in place for promotions. This session describes the Department’s journey from an unhealthy, morale draining environment to become an organization that values and appreciates team members and utilizes an overarching vision of rapport, trust, and respect to inform promotion and leadership decisions. We will review our use of the state Quarterly Pulse Survey, a framework called “The Corrections Way” and other leadership practices used to make significant changes in key organizational health metrics.

### **Managing the “White Space” – Calculating Windshield Time vs. Actual Time**

1:55 pm

**Michael Gallagher - *World Wide Technology***

**Robert Steward - *End2End Solutions***

In many organizations, complex processes often are broken down (e.g., per Fredrick Taylor’s “Scientific management” theories, (highly adopted by Ford to create the assembly line), and humans are assigned very specific tasks. While this method in the early days of the industrial revolution fundamentally changed manufacturing. in the USA and the world, today there are more sophisticated concepts of work organization to consider than simply breaking tasks down into base human movements.

## Mentorship

### **The Benefits of a Mentor Program**

10:40 am

**Becky Brietzke - *Office of Administration***

In this session we will outline the many benefits of mentoring, for both participants and the organization. We will discuss why those benefits matter in both the short-term and long-term trajectory of your career. Participants will learn about what the expectations are for those who will be a mentor or a mentee as well as the overall skills needed for an effective mentorship. This session will also include learning how to write and set effective goals for the future, understanding communication styles, and learning styles and how to give good, effective feedback.

### **Employee Engagement: A View From the Top**

1:55 pm

**Pam Goins - *National Association of State Chief Administrators***

**Damon Haycock - *Benefitfocus***

Even before the unprecedented events of 2020, employee engagement was identified as a priority for state Chief Administrators as well as their colleagues in state government. With the onset of “The Great Resignation” and what some refer to as the “The Great Retirement,” state governments - along with private sector organizations - are experiencing significant turnover. The threat of labor shortage, coupled with the increased focus on diversity, equity, inclusion, and belonging, is changing the face of recruitment, onboarding, and career succession. This session will highlight the dynamics of employee engagement across state governments nationwide and share key findings from a recent report including the use of tools and technology, transparent performance management metrics, innovative programs and services, data collection and analysis and providing an opportunity for continuous feedback.



# State of Missouri Operational Excellence Community



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



**David Edwards**  
Dept of Corrections



**Colette Weckenborg**  
Dept. of Natural  
Resources



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



**Bobby McKee**  
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



**Kayla Kueckelhan**  
Dept. of Economic  
Development



**Crystal Wilson**  
Dept. of Social Services



**Amanda Wilbers**  
Dept. of Public Safety



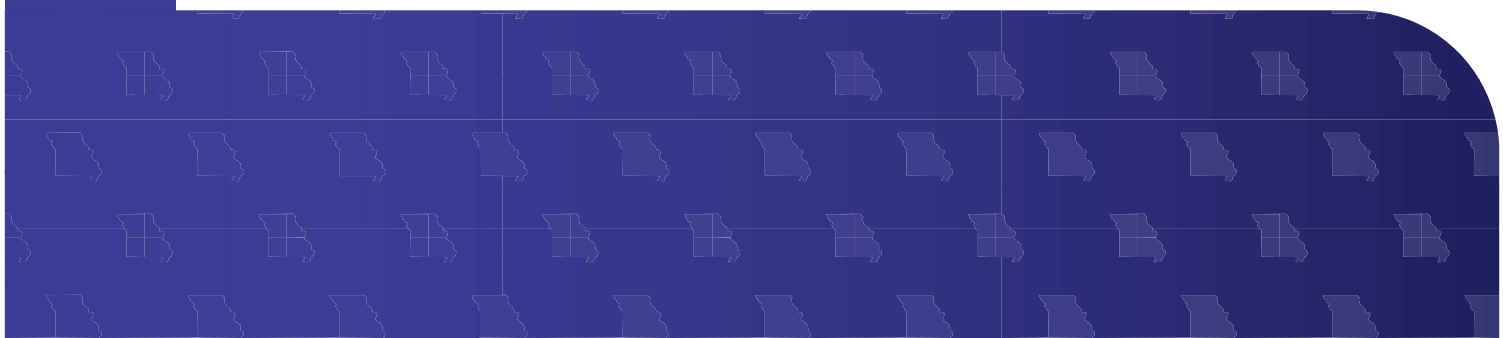
**Melody Reichel**  
Office of Administration

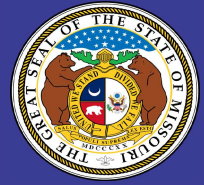


**Brenna Davidson**  
Dept. of Health  
and Senior Services



**Brooklyn Wasser**  
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*

**Melody Reichel, Chairperson**

Cindy Dixon  
Ashley Shannon  
Carla Bernskoetter  
Amanda Wilbers  
Michelle Coleman  
Britni O'Connor  
Shelly Graf  
Bobby McKee

## *Special Thanks!*

Sam Swoboda  
Fonda Thomas  
Scott Woerner  
Landon Hance  
Chris Moreland  
Olivia Gerling  
Rebecca Moyers  
Ashlei Williams  
Alyssa Bish  
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