2023 SHOW ME EXCELLENCE SUMMIT

Road to Excellence

SHOW ME EXCELLENCE VIRTUAL SUMMIT

OCTOBER 3, 2023
9:30 AM – 4:00 PM

SCHEDULE

9:30 AM – 10:00 AM   **Welcome**

10:00 AM – 10:50 AM   ▶ **The Attributes**
with Rich Diviney

11:00 AM – 12:00 PM   **Breakout Session #1**

▶ **You Were Meant to Thrive Not Just Survive**
by Ron Bogart

▶ **Setting the Stage for Change**
by Heather Osborne & Tara Yates (DMH)

▶ **Successful Employee Onboarding Requires ALL of Us**
by Travis Rehagen (OA)

▶ **Using Data to Drive Decisions**
by Jesus Tomas, Joe Kirby, & AJ Womack (OA)

12:00 PM – 1:00 PM   **Lunch**

1:00 PM – 1:50 PM   ▶ **Taming the Culture Tiger**
with Dr. Kate Price

2:00 PM – 2:50 PM   **Breakout Session #2**

▶ **Inspiring People for Change**
by Heather Osborne & Tara Yates (DMH)

▶ **How to Communicate Through Change**
by Lori Croy (DCI)

▶ **Critical Thinking**
by Jan Watson (DOLIR)

▶ **Improving Service Delivery with Voice of the Customer**
by Ruairi Palmer

3:00 PM – 3:30 PM   **Commitments**
with Aaron Dimmock

3:30 PM – 4:00 PM   **Closing Ceremonies**

10:00 AM - 10:50 AM

The Attributes
with Rich Diviney

Moderator:
Aaron Dimmock – Office of Administration

During his twenty years as a Navy SEAL, Commander Rich Diviney was intimately involved in the world-renowned SEAL selection process, which whittles exceptional candidates down to a small cadre of the most elite optimal performers. He was often surprised by which recruits washed out and which succeeded. Someone could have all the right skills and still fail, while recruits he might have initially dismissed would prove to be top performers. The seemingly objective criteria didn't tell him what he most needed to know:

Who would succeed in one of the world's toughest military assignments?

Eventually, he cracked the code. Through years of observation, he learned to identify a successful recruit's core Attributes, the innate traits for how a person performs as an individual and as part of a team. That same methodology can be used by anyone in their personal or professional lives.

Rich helps define the key Attributes for success-- including cunning, adaptability, even narcissism-- in fresh and surprising ways.

1:00 PM - 1:50 PM

Taming the Culture Tiger
with Dr. Kate Price

Moderator:
Aaron Dimmock – Office of Administration

Culture can be the differentiator in whether your organization learns, improves and succeeds, or remains stagnant, failing to keep up in an ever-changing world. It is an integral part of every aspect of organizational life. To develop it we need to understand the complexities involved and how to change the hearts and minds of the people who bring it to life each and every day. Join us for a discussion about the essential elements of culture, why people resist or engage with change, and how you can become a leader who inspires transformation and development.

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You Were Meant to Thrive Not Just Survive
by Ron Bogart

Stress, fatigue, and worry are so engrained in our current culture; many have become blind to the damage it can cause. But the problem isn't our culture; the problem is that few of us were ever taught the right way of overcoming the adversity we face every day. In this presentation, you will be given the tools to start living a better life today both corporately and domestically.

Setting the Stage for Change
by Heather Osborne & Tara Yates

Change initiatives don't live on their own. They live within a culture. The culture in which your change initiative lives has a lot to do with its potential success or failure. During this session we will discuss the Cultural Landscape Map, a tool used to assess readiness to change by looking at the current state of an organization's culture. We will also discuss engaging the right people in a change initiative by using a tool called the ARMI analysis. When planning a change initiative your team may encounter barriers—physical, relationship, financial, political, policy, or even cultural barriers. It's important to know early in the planning process what barriers exist that may stand in the way of your initiative's success. We will go over a tool to help identify those barriers, the level of impact they could have on the change initiative along with actions needed.

Successful Employee Onboarding Requires ALL of Us
by Travis Rehagen

Onboarding is much more than just a fancy buzzword! Onboarding includes all the steps and activities an organization takes to orient a new team member to the team and the work you do. A successful onboarding program must make the new team member feel welcome and part of the team, acclimate them into the culture quickly and give them a development path for the future. Learn how ITSD has successfully onboarded over 350 new hires over the past 3 ½ years while drastically improving retention as well as overall job satisfaction and what you can do to incorporate these learnings into your onboarding program.

Using Data to Drive Decisions
by Jesus Tomas, Joe Kirby, & AJ Womack

Data is everywhere but do you sometimes feel overwhelmed by it or you don't know what it's telling you? Data Literacy is simply the ability to explore, understand, and communicate with data in a meaningful way. Building data literacy in your team is key to organizational growth and effective decision making. Through defining and discussing aspects of data literacy we will help assess your agency's technical and non-technical skills/knowledge as well as discuss methods to enhance data literacy for everyone via the use of Tableau.

Inspiring People for Change
by Heather Osborne & Tara Yates

A huge part of inspiring people is understanding where resistance may come from. People resist change for many reasons, including fear of the unknown, self-preservation, and lack of trust. During this session we will discuss the typical curve of a change initiative, also known as the Bell Curve of Change. We will also discuss tips for overcoming resistance, a tool to help uncover reasons for different types of resistance and the importance of perspective.

How to Communicate Through Change
by Lori Croy

All organizations go through change. Sometimes the change is good. Sometimes it's not well received. Change can sometimes bring with it the loss of a job, certain responsibilities, influence, or sense of belonging. In this session, we'll explore how a communicator can help their organization survive, adapt, and thrive when going through change. Change and grief have many similar responses and stages. We'll discuss how to manage this process for ourselves and for the people we support.

Critical Thinking
by Jan Watson

Improving your critical thinking skills will enhance your ability to organize facts and data. Problem-solving allows us to analyze information without personal bias, emotions, or assumptions. Join this session to learn how to use some simple tools that will aid you and your team in assessing the problem and finding solutions.

Improving Service Delivery with Voice of the Customer
by Ruairi Palmer

Learn about the key fundamentals of Customer Experience (CX) and why organizations who invest in CX succeed more than those who do not. Hear from a CX expert around the strategies used to bring the Voice of the Customer (VOC) into the fabric of your organization in order to drive measurable change and experience improvements.

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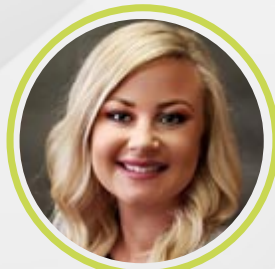Industrial Relations

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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 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.

Summit Steering Committee

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