



**RESPECT FOR PEOPLE
ENGAGING HEADS AND HEARTS**

WEDNESDAY, NOVEMBER 13

- 5:30 Registration, Networking, Food
- 6:20 Welcome
- 6:30 Jim Bennett - Meaningful Metrics for Business Processes
- 7:30 Registration and Networking

THURSDAY, NOVEMBER 14

- 7:30 Registration and Breakfast
- 8:15 Welcome
- 8:30 Ice Breaker
- 9:30 Minda Stettner - Staying Strong in Times of Transition
- 10:10 Break
- 10:40 Trevor O'Byrne - Better Together
- 11:20 Morning Hansei

- 11:45 Lunch

- 12:30 Refocus and Introduction
- 12:40 Tracy Kydd - Points of impact
- 1:30 Dave Fritz - Virtual Teams Don't Argue About Whose Turn it is to Make Coffee
- 2:05 Break
- 2:30 Activity
- 3:25 Liza Weis - Keynote Speaker
- 4:25 Hansei and Wrap-up