## Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Leadership</th>
<th>Quality</th>
<th>Project</th>
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<tbody>
<tr>
<td>7:30-8:30</td>
<td>Registration or Sign-In</td>
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<tr>
<td>8:30-8:45</td>
<td>Welcome Message, Jim Goodrich, Conference Program Chair</td>
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<td>8:45-9:30</td>
<td><strong>Keynote Doug Varney</strong>, Commissioner of the Tennessee Department of Mental Health and Substance Abuse Services: Leadership &amp; Community Partnerships</td>
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<tr>
<td>9:30-10:00</td>
<td>Networking Break</td>
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<td>10:00-10:50</td>
<td><strong>Dave McCauly</strong>, Leadership Summit CEO</td>
<td><strong>Arved Harding</strong>, Improving a Process, part 1</td>
<td><strong>Stephen Townsend</strong>, Global Alliances &amp; Networks</td>
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<tr>
<td>10:50-11:00</td>
<td>Break</td>
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<tr>
<td>11:00-11:50</td>
<td><strong>Richard Clark</strong>, HR CEO, Leadership</td>
<td><strong>Arved Harding</strong>, Improving a Process, part 2</td>
<td><strong>Rick Brenner</strong>, The Politics of Meetings</td>
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<tr>
<td>12:00-1:00</td>
<td>Lunch</td>
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<td>1:00-1:50</td>
<td><strong>Leisa Jenkins</strong>, Community Projects, Healthcare</td>
<td><strong>Adam Russell</strong>, Interactive Lean Simulation, part 1</td>
<td><strong>Joel Carboni</strong>, Green Project Management</td>
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<td>1:50-2:00</td>
<td>Break</td>
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<tr>
<td>2:00-2:50</td>
<td><strong>Kingsport Mayor Dennis Phillips</strong></td>
<td><strong>Adam Russell</strong>, Interactive Lean Simulation, part 2</td>
<td><strong>Jim Rooney</strong>, PMI &amp; ASQ Futures</td>
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<td>2:50-3:00</td>
<td>Break</td>
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<tr>
<td>3:00-4:00</td>
<td>Panel Discussion: Key Concepts, Community Project Launch, Q&amp;A; <strong>Liesa Jenkins as Facilitator</strong></td>
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Meet the Presenters

Doug Varney

Doug Varney assumed his post as Commissioner of the Tennessee Department of Mental Health and Substance Abuse Services on January 18, 2011.

Commissioner Varney has spent most of his professional career with Gray, Tenn.-based Frontier Health, a community mental health center serving families and individuals affected by behavioral health, substance abuse and intellectual deficit issues. He worked his way up from psychological examiner, counselor and therapist to President and CEO.

He has a master’s degree in Psychology from East Tennessee State and was formerly licensed as a psychological examiner, marriage and family counselor and professional counselor.

• Opening Keynote Presentation:

Leadership & Community Partnerships

Enjoy this powerful message describing aspects of community partnerships including:

- Public Service
- The Governors “customer focused government (CFG)” approach
- Goals of the Tennessee Department of Mental Health & Substance Abuse
- Customer Focused Government & the Collective Impact Model
- TN state-wide inter-departmental initiatives.

Commissioner Varney will describe elements of the Collective Impact Model, including:

- A Common Agenda
- Shared Measurement Systems
- Mutually Reinforcing Activities
- Continuous Communications
- Backbone Support Systems
Meet the Presenters

Dave McCauley

Dave is the Founder, President and CEO of Summit Leadership Foundation as well as a Founding Member and an Independent Certified Coach, Speaker and Trainer of the John Maxwell Team. Summit Leadership Foundation is a 501(c)3 non-profit Christian ministry located in Johnson City, TN. Summit exists to holistically equip and empower leaders by connecting them to the right people and the right resources to best fulfill their mission and help them better serve their community. www.summitlife.org

Dave has a broad background of leadership experience in business, non-profit and church settings. His undergrad degree is in Mass Communications and he also has a Master of Arts in Biblical Studies.

Two phrases that resonate with Dave are “Everything Rises and Falls with Leadership” and “Leadership is Influence.” His passion in life is to add value to the lives and vocations of leaders in order to help them be successful and add value to the lives of those they serve. Dave’s personal mission is to model, mentor and multiply servant leadership in all his spheres of influence. Leading Mastermind Groups and teaching leadership through workshops and conferences is at the heart of his passion.

Dave and his wife Susan have been married for 34 years and we have three adult sons.

Presentation:
In the "Achieving R.E.A.L. Success Workshop" we will explore four key areas that need constant attention if you are going to be successful in your area of management and leadership. The four key areas are:

R - Relationships
E - Equipping Your Team
A - Attitude
L - Leadership Skills

The workshop is designed to engage participants in exploring the boundaries, barriers and pitfalls in each of these key areas in order to create a positive and productive culture. When focused attention is given to these three areas in order to build an organization with "The Right People, The Right Resources and Leadership Capacity for Growth", you are positioned for success. The purpose of this workshop is to help you develop an intentional strategy for "Achieving R.E.A.L. Success" within your organization and feel fulfilled in the process along the way.
Meet the Presenters

Stephen Townsend

Stephen Townsend is the current Director, Global Alliances & Networks, at the Project Management Institute (PMI).

Presentation:

Have you ever wondered what PMI is and how to take advantage of the benefits associated with the globally recognized leading organization in project management?

This presentation will cover PMI Past, present, and future, and address opportunities you can take advantage of to strengthen your skills in project management.
Meet the Presenters

Joel Carboni

Joel Carboni is a project manager of 15 years, and has worked and consulted in both the private and public sectors for organizations in the Banking/Finance, Energy, Legal, Technology, and Local Government. He is the President of GPM Global, a US based project management professional development organization dedicated to the advancement of project management practices that decouple environmental degradation and economic growth. He is the co-author of the PRiSM project delivery method and works to support training providers, academic institutions, and organizations around the world as an advocate for sustainability.

A father of two, Joel has been recognized for his work with to promote Peace, Culture, and Education in the US and Asia. He is on the Executive Board for a regional science center and serves on the Executive Board for City/County led technology coalition focused on empowering youth to engage in science, technology, engineering, and mathematics.

Presentation:
“The Integration of Sustainability and Project Management–The Method and Tools for Success”

There is a growing demand for sustainability to become more deeply intertwined with business practices and worldwide, organizations are awakening to the benefits of incorporating sustainability best practices into their operations. These organizations rarely adopt methods that ensure their portfolios, programs, and projects align with sustainability goals using processes that complement and align with organizational governance and goals as well as standards for environmental, social, and financial sustainability.

Every level of the organization, especially project management, with a personal adherence to Social, Economic, and Environmental stewardship and the right tools, can serve as agents of change on a much larger scale.

- The goal of this presentation is to ignite this change and will introduce the PRiSM Project delivery method and tools that an organization can implement and project managers can use to:
  - Apply governance for achieving business sustainability goals and project objectives,
  - Identify and qualify the environmental, economic, and social impacts of projects (including the process to deliver products and services both short and long term)
  - How to develop a Sustainability Management Plan (SMP)
  - Measure and control the impact that project delivery has on the Triple Bottom Line
Meet the Presenters

Liesa Jenkins

Presentation:
This is an interactive session, with Liesa soliciting examples from attendees to illustrate the following concepts:

a. Leadership is both “top-down” and “bottoms-up” to build strong teams with shared vision, goals, and values

b. From need, to data-driven analysis and strategy, resource development (including human, financial and social capital), implementation and monitoring impact

c. Process and collaboration. Hear real Kingsport examples from participation in National Civic League for All-America City designation. Includes local, regional, state, national, international resources from public, private and non-profit sectors

d. Impact can grow from local, to regional / state, to national and global

- See how these efforts made a real difference:
  - Kingsport Tomorrow (Riverview “Catch the Vision!”, All-America City, Kingsport Regional Education Alliance, Community Health Improvement Partnership)
  - CareSpark (local, to regional, to states, to national)
  - Rotary International (campaign to eradicate polio and partnership with Bill & Melinda Gates Foundation, transition in grants emphasis from local to global impact)
  - Deloitte (Issue to Impact examples, including work done pro bono to address child hunger)

Liesa has nearly 20 years of experience leading multi-stakeholder teams of employed, volunteer and contracted personnel responsible for strategic planning, design and operations of services for public, not-for-profit and private sector organizations. Her strong competencies in team-building and leadership development, communications, resource development, project planning and management, organizational governance and public policy have been applied in a variety of fields, including standards-based solutions for health information technology and health information exchange at regional, state and national levels, K-12 and post-secondary education, local and regional economic and community development, and services for low-income individuals and families.
Meet the Presenters

Dick Clark

Dick Clark is a veteran human resource executive with over 30 years experience in manufacturing. He has had responsibility for all aspects of human resources, including employee performance, organizational development, high performance, training, labor relations, employee relations, contract negotiations, policy development, compensation, benefits, recruitment and selection, new plant start-ups, downsizing, health and safety, and lean manufacturing.

Dick has developed and implemented numerous training programs in the areas of management development, high performance, lean manufacturing, safety, labor relations, and union prevention.

He is the founder and senior partner of HR ON CALL®, a recognized human resources consulting firm located in eastern Tennessee. In addition, Dick is the founder and executive director of Aleg-Up, Inc., a tax-exempt 501(c)(3) helping high school students in Appalachian Tennessee counties transition from school to the workplace. He holds two United States patents.

A communications graduate of Indiana State University, Dick has also served as an instructor at Purdue University.

Presentation:
Team Building and Lessons Learned

This is a limited attendance session to a Max of 24 attendees.

In this hands-on interactive session, attendees will be divided into 2 teams and asked to solve a problem. During the problem solving, and the discussion that follows, attendee will learn how setting expectations, team building, team work and team roles, all are needed to solve problems.

The session will require attendees to be “hands On” therefore appropriate casual dress is recommended.
Meet the Presenters

Arved Harding

Arved Harding, is your friendly neighborhood statistician.

Arved, is a graduate of the University of Virginia’s College at Wise where he obtained is BS in Mathematics, as well as he holds a MS in Statistics from Virginia Polytechnic Institute and State University.

For the 25 years, Arved has been employed as a statistician at Eastman.

Presentation:
Hands on Process Improvement Workshop

This interactive presentation will be broken into two sessions. During Part 1 and Part 2 of the session, key components of improving a process will be demonstrated including:

- Crude SOP
- Collect Baseline Data
- Develop Process Maps
- Develop a Fishbone Diagram
- Develop an Improved SOP
- Collect new Data
- Comparison to Baseline

Using a catapult, participants will collect baseline data and get hands-on experience using various tools to learn about the process and make improvements. Tools include process map, Fishbone diagram, basic statistics and control charts. This should be a fun learning experience for all.
Meet the Presenters

Rick Brenner

Rick Brenner is principal of Chaco Canyon Consulting. He works with people in dynamic problem-solving organizations that are making products so novel or complex that they need state-of-the-art teamwork and stronger relationships among their people. In his 25 years as a software developer, project manager, software development manager, entrepreneur, consultant, and coach, he has developed valuable insights into the interactions between people in complex dynamic environments, and between people and the media in which they work.

As a coach, he works with managers at all levels, emphasizing development of interpersonal skills, especially in fluid, high-stress contexts, such as organizations that are moving from a strict operational orientation to one in which ongoing operations must compete for resources with special enterprise-scale projects. Such a mixed environment creates organizational stresses that leaders must understand, not only because of the change-related issues that arise, but also because of the challenges to managers that they create, even when equilibrium is attained.

Presentation:
The Politics of Meetings for People Who Hate Politics

Suppose you’re preparing for a team meeting in about an hour. It’s your meeting, and you expect a difficult discussion, because a very polarizing issue must be decided today. As you’re considering how to handle the mess, your boss phones to tell you that the VP of Marketing called her, and he wants to “sit in on this one.”

Are you confident that you can lead the team through such a complex situation effectively?

Running an effective meeting involves a lot more than having the right room, the right equipment, and the right people. With meetings, the whole really is more than the sum of its parts. How the parts interact is as important as the parts themselves. And those interactions are the essence of politics for meetings. This program explores techniques for participating in and leading meetings that are based on understanding political interactions, and using that knowledge effectively.

• People need to feel heard, they hate to waste time, and the chair needs to know how to handle sticky situations. This insight-filled program deals with issues such as:
  • What to do when powerful people “sit in”
  • Where to sit in the room
  • How to craft an agenda that drives the meeting
  • How to prevent duels and how to intervene when necessary
  • How to deal with interruptions, condescension, sidebars, and other forms of trash talk
  • What to do about “meeting bullies”
  • How to plan, run, and prepare for telemeetings
  • How to handle handouts
Meet the Presenters

Jim Rooney

James J. Rooney is the Director of Quality and Lean Six Sigma Programs for the Global Government Division of ABS Consulting. Mr. Rooney has more than 30 years of experience in quality, risk assessment, and process safety management for the chemical process, pharmaceutical, petroleum, medical device, and nuclear power industries.

Mr. Rooney received his bachelor’s degree in chemical engineering from the University of Virginia, his master’s degree in nuclear engineering from the University of Tennessee (thesis and course work in risk analysis), and his master’s degree in business administration from the University of Tennessee. He is a Jack Daniel’s Tennessee Squire.

Jim currently serves as Chair of the Board of Directors of the ASQ. Jim is an ASQ Fellow and holds 10 ASQ certifications.

Presentation:
Future Study of Risk Assessment

“Information is the currency of democracy.” Thomas Jefferson

Risk assessment and risk management are daily activities for decision-makers. Often, decisions regarding risks must be made under uncertain conditions and without the best possible information. This uncertainty of the future is one of the main marks of the human condition. It taints all manifestations of life and action.

The ASQ Futures Study provides intelligent decision makers with good information based on a multitude of factors and the interests of numerous communities. The use of the Futures Study as an input to risk-based decision making will help people make better, more logical choices. A good decision made quickly is much better than a perfect decision made too late. On average, and over time, good decisions made using the Futures Study should provide the best outcomes.

The Futures Study structures and presents the 2011 Forces of Change to better facilitate decisions and focus actions. It provides critical input to the decision-making process by clarifying tradeoffs, consequences, uncertainties, benefits and risks so that decision makers can make more informed choices. Decision-makers can identify high-risk areas and develop risk management approaches to reduce the risks associated with the future state of their enterprise and community.
Meet the Presenters

Adam Russell

Adam Russell is a High-Level Program and Functional Manager with 15 years of manufacturing and business operations experience with emphasis on Lean Six Sigma, talent development and portfolio/project management.

Adam is skilled in advanced statistical methods and leadership using essential Shakespearean lessons as a model for dealing with modern-day corporate challenges.

For the last 4 years, he has been employed as a Master Black Belt with the Eastman Corporation.

Presentation:
Interactive Lean

Wasted time and effort is a competitive disadvantage affecting many organizations today.

Waste is hard to identify and even harder understanding what strategies can help to reduce or eliminate waste.

Many organizations, including service companies, have embraced Lean Thinking to address this need.

Using an interactive simulation game, we will teach you how to apply Lean Thinking in order to enable your organization to provide more value, more cost-efficiently to your customers.
Meet the Presenters

Dennis Phillips

Mayor Dennis Phillips grew up in Burnsville, North Carolina. After graduating from high school Mayor Phillips served his country in the U.S. Air Force from 1963 through 1967. He moved to Kingsport in 1967 and joined Western and Southern Life Insurance Company. In 1968, he joined Kingsport National Bank and served as bookkeeper, teller, head teller, collection manager and branch manager. In 1974 Mayor Phillips joined Bank of Tennessee, which was a newly formed bank in Kingsport, as Vice President and Loan Officer. He later became President and CEO. In 1987 he was appointed Commissioner of Banking for the State of Tennessee by then Governor Ned Ray McWherter. In 1990 he started Chef’s Pizzeria. In 1992 he started Express Signs and DRP Rentals. These small businesses started from an idea and are now thriving Kingsport businesses.

Mayor Phillips attended the Graduate School of Banking at the University of Wisconsin and Memphis State University.

He and his wife, Bobbie Hayes Phillips have one son, James, who, after graduating from the University of Tennessee has become an entrepreneur in his own right as well as managing the family businesses.

Dennis was elected Mayor of Kingsport in May of 2005 garnering more than 60% of the votes, and re-elected in May 2007, 2009 and 2011 without opposition.

Presentation:

Get an update on Kingsport government initiatives.

See a video documentary of a successful Kingsport community collaboration.

Hear first person accounts of Kingsport community service and his early days serving Governor McWhorter.
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