

# 2009 State of Minnesota Managers Conference

Wednesday, October 28, 2009

“Lean Times, Creative Minds”

Last Update: October 14, 2009

## AGENDA

7:45–8:30 am	Registration and Coffee							
8:30–8:45 am	Welcome/Opening Remarks							
8:45–9:45 am	Opening Keynote - Exploring for Excellence: The Magic of the 5 C's - <i>Patrick Johns, PFJ Communications</i>							
9:45–10:00 am	Break and Travel							
10:00–11:00 am <b>Breakout Session A</b>	<b>A1</b> Is Servant Leadership in Your Future? <i>Don Frick</i>  Repeat: B1	<b>A2</b> Social Media and Video Over 50 <i>Dave Bouchard</i>  Repeat: B2	<b>A3</b> Leading Public Sector Quality <i>Jim Buckman</i>	<b>A4</b> Legacy Leadership <i>Larhae Knatterud</i>  Repeat: B4	<b>A5</b> Stress Less at Work: Introduction to Mindfulness Meditation <i>Barb Wulf</i>	<b>A6</b> The Shifting Paradigm of Entry-level Talent: The IOB (Impact on Business) of Gen Y <i>Judith Anderson and Terese Corey Blanck</i>  Repeat: B6	<b>A7</b> What's Emotions Got to do with Culture? <i>Mai Moua</i>  Repeat: B7	<b>A8</b> Positively Tough Choices <i>Cal Ludeman</i>
11:00–11:05 am	Travel							
11:05 am–12:05 pm <b>Breakout Session B</b>	<b>B1</b> Is Servant Leadership in Your Future? <i>Don Frick</i>  Repeat: A1	<b>B2</b> Social Media and Video Over 50 <i>Dave Bouchard</i>  Repeat: A2	<b>B3</b> Creating a Safe Workplace Where Employees Thrive <i>Todd Christenson</i>	<b>B4</b> Legacy Leadership <i>Larhae Knatterud</i>  Repeat: A4	<b>B5</b> Lean Times and Lean Learning Leadership <i>Tom Bauman</i>	<b>B6</b> The Shifting Paradigm of Entry-level Talent: The IOB (Impact on Business) of Gen Y <i>Judith Anderson and Terese Corey Blanck</i>  Repeat: A6	<b>B7</b> What's Emotions Got to do with Culture? <i>Mai Moua</i>  Repeat: A7	<b>B8</b> eWorkplace <i>Kenneth Buckeye</i>
12:05–12:10 pm	Travel							
12:10–1:10 pm	Lunch and Brief Presentation - State Sustainability: Leading by Example – <i>Chancellor Jacqueline Johnson, University of Minnesota-Morris</i>							
1:10–1:20 pm	Travel							
1:20 – 2:50 pm <b>Breakout Session C</b>	<b>C1</b> Accelerating Innovation <i>Linda Draze, Kathie Kosharek and Pamela Belknap</i>	<b>C2</b> The 3 R's of Effective Leadership <i>Bruce Roselle</i>	<b>C3</b> Internal Control – So What's the Big Deal? <i>Jeanine Kuwik</i>	<b>C4</b> Lean Simulation: Learning by Doing <i>Charles Liedtke</i>	<b>C5</b> Discover Your Talent Type <i>Faith Ralston</i>	<b>C6</b> State Sustainability <i>Cathy Moeger, Flore Allen, Steve Forrest, Kelly Hagen, Terri Hamernick, Julie Schmidt and Larry Kramka</i>	<b>C7</b> Increasing Employee Engagment <i>Barb Krantz Taylor</i>	<b>C8</b> Skillsoft – A Strategic Learning Partner <i>Matt Pruett</i>

2:50–3:00 pm	Break and Travel
3:00 – 4:00 pm	Closing Keynote – Staying Competitive in a Changing World - <i>Commissioner Dan McElroy</i>

## Breakout Session Descriptions

### Session A

#### **A1 Is Servant Leadership in Your Future? (repeat: B1)**

##### **Don Frick, President, Don Frick & Associates**

Scores of organizations ranging from airlines (Southwest) to financial institutions (Synovus Financial), and government agencies (Minnesota Department of Transportation) are now implementing the ideas of servant leadership. This presentation will introduce the basics of this fresh way of framing leadership and management issues, share information about Robert K. Greenleaf, who first articulated the principles of servant leadership, and give numerous examples of how servant leadership can make a difference to you and your organization.

#### **A2 Social Media & Video Over 50 (repeat: B2)**

##### **David Bouchard, Professor and Coordinator of Graduate MIS, Metropolitan State University**

Organizations have been looking at many tools including video, Web 2.0 and beyond for ideas to better communicate with constituents, while also investigating their application for personal use. There sometimes seems to be a bit of a “divide” between the ways younger generations and “Boomers” use these tools, as well as how they perceive them. In this wide ranging presentation, Dr. David Bouchard looks at new communications tools and media that will provide you with high payback approaches to 1) improving communications through addition of video to websites and other venues for a range of communications and training purposes; 2) using social media tools like FaceBook, Twitter, Yelp, MySpace, etc. to increase the personal level of communications with constituents, while also talking about issues for your personal use of the tools; 3) showing how politicians and companies have learned to use social networking for many new direct communication purposes; and 4) showing how using tools like the above, along with more professionally-oriented tools like LinkedIn has changed the nature of the employment process. He will also discuss the changing nature of privacy - the seeming contradiction between people's desire for privacy and the willingness to "let it all hang out" on social networking sites, and how more service providers (and political movements) will be driven by this mode of communication such that a lack of mastery will leave them at a disadvantage. Roles for video and social networking in meeting constituent expectations will be reviewed. What do social networking and video communications mean for the future? We will take a good look in this exciting presentation.

#### **A3 Leading Public Sector Quality**

##### **Jim Buckman, Consultant in Quality Leadership, James Buckman Associates**

Continuous improvement never goes out of style. Quality is always a public servant's obligation. Leadership is always required.

#### **A4 Legacy Leadership (repeat: B4)**

##### **LaRhae Grindal Knatterud, Director, Aging Transformation, Minnesota Department of Human Services**

As the state workforce ages and baby boom retirements increase, state agencies need to focus on how to help their skilled workers define and take necessary actions to leave the legacy they want to pass on. Legacy leadership is a new concept that will be defined and described in this session. Participants/managers will be given key strategies and suggestions for ways they can model the concept of legacy leadership and work with all their staff to identify their core legacy and put strategies in place to successfully leave a strong legacy as they retire.

#### **A5 Stress Less at Work: Introduction to Mindfulness Meditation**

##### **Barbara Wulf, Meditation Matters**

Mindfulness meditation and gentle movement teach moment-to-moment awareness that can help individuals better manage everyday stresses at work and in life. This one-hour session is informative and experiential, as participants learn how to use the breath as a stress reduction tool and to become aware of how the mind affects our bodies and our physical health. Benefits of mindfulness meditation include enhanced focus and concentration, and the ability to reduce workday stress and muscle tension, leaving one physically, emotionally and intellectually rejuvenated.

#### **A6 The Shifting Paradigm of Entry-level Talent: The IOB (Impact on Business) of Gen Y (repeat: B6)**

##### **Judith Anderson, Vice President of Consulting Services and Terese Corey Blanck, President of Research and Learning, CTC Consultants**

Past recruitment, development and retention practices are simply ineffective with the newest generation, Gen Y. The demographic shift and a new life stage of development occurring simultaneously adds complexity and creates frustration, especially in the government sector. Organizations must learn how to evaluate the new generation's impact on the business now and for the future.

#### **A7 What's Emotions Got to do with Culture? (repeat: B7)**

**Mai Moua, Ph.D., Founder & Presenter, Leadership Paradigms, Inc.**

Emotions are at the heart of cultural interactions. People who are emotionally intelligent tend to be empathetic, committed, motivated, and energetic – and these characteristics are all helpful in building cultural competency and working with a diverse range of groups and individuals. Emotional intelligence also assists people in understanding and managing their emotions, which in turn helps them become more comfortable in their interactions with others and their environments. This workshop explores emotional intelligence and its usefulness in building cultural competence and interacting with diverse groups.

#### **A8 Positively Tough Choices**

**Cal Ludeman, Commissioner, Minnesota Department of Human Services**

Agencies large and small can accomplish big things -- even during difficult times. By setting clear, mission-driven priorities and governing creatively, managers can transform the services they provide and the way they do business. Minnesota Human Services Commissioner Cal Ludeman will share examples from his agency, which has experienced some of the biggest challenges in state government and yet accomplished key reforms. Expect a lively discussion so bring your questions.

### **Session B**

#### **B1 Is Servant Leadership in Your Future? (repeat: A1)**

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#### **B3 Creating a Safe Workplace Where Employees Thrive**

**Todd Christenson, State Safety & Loss Control Manager, Minnesota Dept of Administration, Risk Management Division**

Are you trying to accomplish more with less? Who isn't these days! Did you know that studies have shown that organizations which focus on safety experience greater productivity? This session will explore how you can fulfill your safety responsibilities while creating a safe workplace where employees thrive.

#### **B4 Legacy Leadership (repeat: A4)**

**LaRhae Grindal Knatterud, Director, Aging Transformation, Minnesota Department of Human Services**

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### **B5 Lean Times and Lean Leaning Leadership**

**Tom Baumann, Continuous Improvement Program Leader, Minnesota Department of Administration**

Lean and other continuous process improvement approaches are about engaging people in making meaningful and sustainable process improvements. As managers, you are often called on to balance people, policies, politics and process to achieve objectives within your sphere of influence. This presentation will provide a context for process improvement within the everyday demands of Minnesota state managers.

### **B6 The Shifting Paradigm of Entry-level Talent: The IOB (Impact on Business) of Gen Y (repeat: A6)**

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### **B8 eWorkplace**

**Kenneth Buckeye, Value Pricing Program Manager, Minnesota Department of Transportation**

The Minnesota Department of Transportation (Mn/DOT) is leading an effort to substantially reduce congestion on the Twin Cities Metro Area freeway system. In addition to more traditional traffic management, transit and technology solutions, Mn/DOT and its many partners are implementing broad telework strategies across business and units of government. This presentation will describe the program, its driving forces, and the strategies to effectively measure outcomes.

## **Session C**

### **C1 Accelerating Innovation**

**Linda Draze, Training Manager, Kathie Kosharek, Senior Consultant, Minnesota Management & Budget, and Pamela Belknap, Management Consultant, Management Analysis & Development (MAD), MN Management and Budget (MMB)**

Learn about the two critical elements of innovation and what might hinder or accelerate innovative processes. In this session you will also learn about some new tools for problem solving and decision making.

### **C2 The 3 R's of Effective Leadership**

**Bruce E. Roselle, Founder and Principal, Roselle Leadership Strategies, Inc.**

This timely session focuses on how to develop and leverage the three core capabilities of effective leadership. Based on the results of a 2009 study using 360-degree feedback data from more than 300 leaders, the "3 R's" of building relationships, achieving results, and demonstrating resourcefulness were determined to be the most fundamental to leadership success. Tips in this session include when to invest in a leader, considering his or her combination of strengths and weaknesses, and how to build skills in each of the 3 R's—relationships, results, and resourcefulness.

### **C3 Internal Control – So What's the Big Deal?**

**Jeanine Kuwik, Director of Internal Control and Accountability, Minnesota Management & Budget**

Since its passage by Congress in 2002, the Sarbanes-Oxley Act has fueled an increased emphasis on risk assessment and internal controls, both in the public and private sectors. This session will help state managers understand why they must take the lead in maintaining a sound and comprehensive system of internal control, and will give some practical steps to help establish good internal controls in your organization.

#### **C4 Lean Simulation: Learning by Doing**

**Charles Liedtke, Owner, Strategic Improvement Systems, LLC**

Toyota Production System (also known as "Lean") concepts, tools, and techniques are being used successfully today by very diverse organizations whose leaders are trying to improve organizational performance. This interactive session will teach participants the fundamentals of Lean through brief lectures integrated with an action-packed simulation.

#### **C5 Discover Your Talent Type**

**Faith Ralston, Play to Your Strengths**

Do you want to ensure your career viability in today's tough marketplace? Then discover your talents and where you add value to projects and results. In this engaging session, you'll learn the four meta talents essential for project and team success. You'll also discover how to work effectively as a team and help everyone bring their best to the table. Leveraging your talents increases job satisfaction and career success. Learn how to set yourself and others up for success and get more done with less stress.

#### **C6 State Sustainability**

**Cathy Moeger, Sustainability Manager, Minnesota Pollution Control Agency; Flore Allen, Team Leader of the Eco Project, Department of Corrections; Kelly Hagen, Chair of the Green Committee, Moose Lake Correctional Facility; Steve Forrest, Physical Plant Director, Rush City Correctional Facility; Terri Hamernick, Institution Service Director, Shakopee Women's Correctional Facility; Julie Schmidt, Finance Department, MINNCOR Industries; and Larry Kramka, Assistant Commissioner for Operations, Minnesota Department of Natural Resources (DNR)**

State agency operations impact the environment, the economy and the communities in which we are located. A new Executive Order will be issued that will result in significant positive impacts relating to energy, transportation, purchasing and waste management/pollution prevention. The new requirement for agency sustainability plans will be discussed, in addition to two agencies demonstrating how they are "leading by example".

#### **C7 Increasing Employee Engagement; Benefits to the Individual, the Supervisor and the Organization**

**Barb Krantz-Taylor, The Bailey Group**

Research shows that the more engaged employees that work in an organization, the greater the degree of customer satisfaction, productivity, and employee retention, as well as other bottom line organizational results. Yet the task of figuring out how to effectively engage employees is a complex one. This workshop helps participants understand the research and best practices in employee engagement and what organizations and supervisors can do about it.

#### **C8 Skillsoft – A Strategic Learning Partner**

**Matthew Pruettt, Regional Account Executive; Public Sector, Skillsoft Corporation**

Matt's presentation will focus primarily on the contract that has been awarded to Skillsoft by the State of Minnesota, how the technology-based training products can support the professional development of the staff at each agency and how you can use it to do more for less, a successful case-study from a MN agency, and how your agency can implement a program similar to the case-study.