

# 2018 Lean Transformation Conference Schedule

Day 1: Tuesday November 6, 2018								
Time	Exhibit Hall (video)	Ballroom A (video)	Ballroom BC	Ballroom D	Room 315/316	Room 317	Room 318	Room 407
8:30am-9:50am	<b>Welcome</b> <b>Lt. Governor Habib</b> <b>Keynote Presentation:</b> <i>Robert Martichenko, Founder and CEO, LeanCor Supply Chain Group</i>							
10:15am-11:15am	<b>Lean Project Governance – A Key to Senior Leadership Engagement!</b> <i>John Dickson, Chief Operations Officer, Spokane County</i>	<b>From Quick Fixes to Sustained Results: Lessons Learned About Change, Culture and People-Focused Process Improvement</b> <i>Vickie Kennedy, Assistant Director for Insurance Services; Shelli Lackey, Operational Change Lead; and Amy Nagley, Organizational Culture Change Architect, Washington State Department of Labor and Industries</i>	<b>Letting the Wilderness Teach Us How to be Lean Leaders</b> <i>Jim Barker, Program Manager, Operational Excellence Training &amp; Development and Tim Runge, Supply Chain Process Improvement Program Manager, REI</i>	<b>The People Side of Lean – An Interactive Experience for Improving Teamwork</b> <i>Brett Cooper, President, Integris Performance Advisors</i>	<b>Why Do People Do What They Do? A Human-Centered Approach to Influencing Sustainable Change</b> <i>Amy Leneker, Leadership Development Consultant, Compass Consulting and Joe Vansyckle, Consultant, Organizational Learning and Change, Experience Learning Project and Vital Smarts</i>	<b>Is Your Organization Ready to Embrace Continuous Improvement?</b> <i>Susan Kerosky, Principal and Beau Bennett, Associate Principal, Coraggio Group</i>	<b>Engaging our People – Improving our Processes – Serving our Veterans</b> <i>Scott Kurish, Office of Continuous Improvement Administrator, and Colonel Wanda Wright (retired), Director, Arizona Department of Veterans’ Services</i>	<b>Lean’s BFFs: the Customer and Employee Experiences</b> <i>Scott Siderman, Manager, TokuSaku Consulting</i>
11:40am-12:40pm	<b>How Lean Structures Liberated the DNR Employee Experience</b> <i>Larisa Benson, Consultant, The Athena Group; Charley Haley, Black Loop Consulting Group; Megan Duffy, Agency Supervisor, Department of Natural Resources; and Lauren Burnes, Lean Advisor and Executive Policy for Forests and Conservation, Department of Natural Resources</i>	<b>Take Your Dog to Work Day: Identifying and Understanding Your Customers</b> <i>Alysha Myers, Business Architect; Dan Cooke, Senior Research Analyst; and Sara Crosby, Lean Program Administrator, Department of Licensing</i>	<b>Value Measurement Made Easy: How to Become a Measurement Superhero!</b> <i>Pat Edmonds, Senior Principal Consultant and Jeremy Hutton, Senior Associate, Point B Consulting</i>			<b>A Success Story Through Engaging People</b> <i>Katy Folk-Way, Interim Director and Steven Roberts, Manager of Mailing Services, University of Washington Creative Communications</i>	<b>Principles for Brain Based Training</b> <i>Jennifer Yeaman, Lean Philanthropist</i>	<b>Clarify and Lead from Your Core Values</b> <i>Patrick Seigler, Leadership Development Manager, Workforce Learning &amp; Performance, Department of Enterprise Services</i>
1:05pm-2:05pm	<b>Come and Learn How to Build a Cohesive Team – King County’s People Side of Lean</b> <i>Eunjoo Greenhouse, Deputy Director; Kara Cuzzetto, Senior Continuous Improvement Manager; Ken Guy, Director, King County; and Gwen Voelpel Consultant, Integris Performance Advisors</i>	<b>Sustaining Transformation After the Fanfare</b> <i>Katie Hurckes, Lead Lean Leader, Oregon State Hospital and Liz Rife, Lead Lean Leader, Oregon Health Authority</i>	<b>5 Ways Lean Tools Can be Used to Close Equity and Social Justice Gaps When Delivering Customer Service</b> <i>Hien Dung, Quality Program Manager IV and Jo Sullivan, Water Quality Planner and Project Manager, King County Wastewater Treatment Division</i>	<b>Getting Unstuck: Strategies for Repairing Trust in Groups</b> <i>Wendy Fraser, PhD, Chief Inspiration Officer, Fraser Consulting, LLC</i>	<b>A Human Workplace: What’s at the Center of Your Work?</b> <i>Renée Smith, Director of Workplace Transformation &amp; Founder of A Human Workplace, Results Washington</i>	<b>Fostering a Culture of Trust</b> <i>Javier Carrasquero, Kaizen Consultant and Shawn Lackman, Manager-Quality Review &amp; Reporting, Premera Blue Cross</i>	<b>How Your Virtual Team Can Succeed (even better than a traditional team)</b> <i>Arun Kumar, CEO, Kerika</i>	<b>How Lean Leadership Drives Employee Engagement Improvements: A Data-Driven Case Study</b> <i>Chris Lamb, Chief Information Officer, Office of Financial Management and Scott Harra, Executive Vice President, Marketing and Government Relations, Mass Ingenuity</i>
2:30pm-3:30pm	<b>Finding Joy in the Journey – Starting Now</b> <i>Amy Leneker, Organizational Development and Leadership Consultant, Compass Consulting</i>	<b>Scalability: How to Flip the Conventional Training Classroom and Get Better Improvement Results</b> <i>Tracy O’Rourke, Managing Partner, and Elisabeth Swan, Managing Partner, GoLeanSixSigma.com</i>	<b>The Importance of Emotional Awareness in Creating Value, Understanding and Inclusiveness for Customers</b> <i>LeKisha McKinley, Chief Executive/Business Transformation &amp; Process Improvement Consultant, LQM Business Strategists</i>			<b>Customers Are People, Too! Insights From Local Governments Beyond the Cascade Curtain</b> <i>Debra Hentz, BSME, MPA and Steven Thomson, PhD, Performance Center Lean Specialists, Washington State Auditor’s Office</i>	<b>Mundane to Marvelous: Reimagining Meetings Using Design Thinking</b> <i>Jessica Dang, Senior Design Strategist, Results Washington</i>	<b>The Engagement Contagion – Achieving High Participation in Continuous Improvement</b> <i>Alan Talbot, Senior Consultant, Simpler Consulting</i>

# 2018 Lean Transformation Conference Schedule

Day 2: Wednesday November 7, 2018								
Time	Exhibit Hall (video)	Ballroom A (video)	Ballroom BC	Ballroom D	Room 315/316	Room 317	Room 318	Room 407
8:30am-9:50am	<b>Welcome</b> <b>Keynote Presentation:</b> <i>Cordila Jochim, Founder and CEO, Corhouse</i>							
10:15am-11:15am	<b>Lean Would Be Easy if it Weren't for the People</b> <i>Scott McAllister, Chief Executive Officer, Prosci</i>	<b>Recruit, Retain, and Develop – Hiring and Professional Development at Ecology</b> <i>Heather Bartlett, Program Manager, Water Quality and Eli Levitt, Senior Program Planner, Water Quality, Department of Ecology</i>	<b>Humanizing Work through Creativity and Innovation</b> <i>Joe Vansyckle, Master Trainer, J. Alton Group and Curtis LeFrandt, CEO, Innovators DNA</i>	<b>The People Side of Lean – An Interactive Experience for Improving Teamwork</b> <i>Brett Cooper, President at Integris Performance Advisors</i>	<b>A Human Workplace: “Does Love Belong at Work?”</b> <i>Renée Smith, Director of Workplace Transformation &amp; Founder of A Human Workplace, Results Washington</i>	<b>Improving Municipal-Level Development Review Processes Using Lean Methods and Practices: Creating Lasting Results for the Community Through Improved Processes and Collaboration</b> <i>Michelle Kennedy, President, Kennedy Consulting LLC; Leigh Crabtree, Community Development Department Operations Manager, City of Beaverton, Oregon; and Brian Kerr, Senior Consultant, Koné Consulting</i>	<b>Creating Motivation and Desire</b> <i>Marty Lyons, Trainer, Dale Carnegie Training</i>	<b>Igniting and Sustaining Culture Change</b> <i>Betty Lochner, Owner, Cornerstone Coaching &amp; Training and Jennifer Haury, CEO/Organizational Anthropologist, All Angles Consulting, LLC</i>
11:40am-12:40pm	<b>LEAD Lean</b> <i>Crystal Y. Davis, Lean Practitioner, The Lean Coach, Inc.</i>	<b>People at the Center: a Case Study of Transforming Snohomish County Government</b> <i>Lis McNicholl and Fariba Fuller, Leadership Development Program Manager Director of Operational Excellence, Snohomish County Government</i>	<b>It's Not About the Shark! How Arizona Uses 1:1 Coaching to Navigate Barriers and Reach the Shore</b> <i>Chris Weakland, People Systems Project Manager and Alishia Jeremiah, People Systems Project Manager, Arizona Department of Administration</i>			<b>Building Lean for People</b> <i>Anna St. Mullaire, Lean Engagement and Development Lead; Bill Kysor, Lean Leader; and Brian Mark, Lean Leader, Employment Security Department</i>	<b>Building a Healthy Workplace Culture from the Ground Up</b> <i>Ben Kaufman, M.S., Management Analyst, IO Psychologist and Amy Nagley, Ph.D., Organizational Culture Change Architect, Washington State Department of Labor and Industries</i>	<b>Taking on Opioids with World Class Management</b> <i>Karen Blankenship, VMPS Specialist, Virginia Mason Medical Center</i>
1:05pm-2:05pm	<b>Lean Survival Guide: How to Create and Sustain a Continuous Improvement Culture</b> <i>Jennifer Haury, CEO/Organizational Anthropologist, All Angles Consulting LLC and Lori Erickson, CEO/Continuous Improvement Consultant, Calliope Consulting LLC</i>	<b>Engaging Employees Every Day</b> <i>Karl Kraber, President, Kata Consulting, LLC</i>	<b>Releasing Potential through Investing in People's Growth</b> <i>Doug Merrill, Associate Director of Operational Excellence, University of Washington and Mary Mahon, Program Operations Specialist of Operational Excellence, University of Washington</i>	<b>Getting Unstuck: Strategies for Repairing Trust in Groups</b> <i>Wendy Fraser, PhD, Chief Inspiration Officer, Fraser Consulting, LLC</i>	<b>Why Do People Do What They Do? A Human-Centered Approach to Influencing Sustainable Change</b> <i>Amy Leneker, Leadership Development Consultant, Compass Consulting and Joe Vansyckle, Consultant, Organizational Learning and Change, Experience Learning Project and Vital Smarts</i>	<b>Meaningful Purpose to Drive Lasting Cultures of Improvement</b> <i>Ted Iverson and Ben Pasquier, McKinsey &amp; Company</i>	<b>Lean Lands at Sea-Tac Airport!</b> <i>Stuart Mathews, Director, Aviation Maintenance; Mike Ehl, Director, Aviation Operations; Ryan Pazaruski, Manager, Conveyor Maintenance; and Jim Witzman, Manager, Aviation Maintenance, Seattle-Tacoma International Airport</i>	<b>Partnership between Lean Process Improvements and Change Management</b> <i>Carl Greer, Organizational Change Manager, Washington State Department of Transportation and Annie Severson, Organizational Change Management Director, Department of Children, Youth and Families.</i>
2:30pm-3:30pm	<b>Everyone is a Leader: One Program's Leadership Development Approach at the Department of Ecology</b> <i>Hannah Aoyagi, Operations Planner and CEO, Washington Department of Ecology and Evans Kerrigan, Integris Performance Advisors</i>	<b>Building Partnership with our EMS Teams</b> <i>Karen Gifford, Administrative Director of Hospital Operations and Rea Berg, Director of Emergency Department, Virginia Mason Medical Center</i>	<b>Hope Inspired Leadership</b> <i>Jon Tunheim, Thurston County Prosecuting Attorney and Kelly Johnston, Consultant, Clarity Consulting Partners</i>			<b>Relieving the Pain of Performance Measurement</b> <i>Tim Dyeson, PM Manager; Gwen Grams, Senior PM Analyst; Aaron Cunningham, Management Analyst; and Blake Ellison, Process Improvement Manager, HCA</i>	<b>The Platinum Rule: Treating Others The Way They Want to Be Treated</b> <i>David Mort, VP of Government Collections, Professional Credit Service</i>	<b>Things No One Ever Told Me: “It's About the People”</b> <i>Sheilah Paddy O'Brien, Lean Coach/Consultant and Author, OBrienLean</i>