



# Schedule at a Glance

**Thursday, April 10, 2025 – starting at 9am**

**Pre-Conference Workshops (3 hours each)** – these sessions are an additional fee

**Getting Started with Baldrige**

*Michael Garner, Momentum*

*Janelle Rauchman, River's Edge Hospital*

**Continuing the Journey to Excellence: Advanced Baldrige Techniques**

*Dr. JoAnn Sternke, Leader Excellence, LLC*

*Karen Kiel-Rosser, Mary Greeley Medical Center*

**Reducing Stress; Preventing Burnout; Improving Performance**

*Shannon Murphy, BrainSkills@Work*

Lunch included with  
Pre-Conference  
Workshops

**Thursday, April 10, 2025 – starting at 1pm**

**Main Conference**

**Opening Keynote**

**Reconnecting in a Disconnected World**

*Dr. Janel Anderson*

**Breakout Sessions (1 hour each)**

**Improving Retention, Increasing Engagement**

*Jackie Kimmet, River's Edge Hospital*

*Hannah Covey, South Dakota Department of Transportation*

*Jennifer Houtman, Iowa Donor Network*

**Cool Tools: Exploring 6 Practical Continuous Improvement Tools**

*Gary Floss, Marvin Windows*

*Angie Scanlon, General Mills*

*Michelle Laucke, Ortho Molecular*

Refreshment breaks  
provided for all Thursday  
conference attendees.

**The Long Game — Culture Journeys Across Sectors and Time**

*Elizabeth Glidden, Minnesota Housing Partnership*

*Rebecca Olson, City of Roseville*

*Michelle Murray, Nexus Family Healing*

**Empower, Engage, Excel: Transforming Your Workplace Culture**

*Jennifer Meyers, Lakeland Care Plus, Inc.*

**Reverse Shark Tank: Exploring New Solutions for Old Problems**

**Managing a Changing Workforce**, *Jay Stroebel, City of Brooklyn Park*

**Navigating Staffing & Succession Challenges**, *Penny Bellville, Mary Greeley Medical Center*

**Strategic Planning** *Cory Mitchell, University of Wisconsin – Stout*

**Increasing Team Resilience**

*Rebecca Sanchez, Nimble Up*

**Networking Reception**

Join us for a networking reception with hor d'oeuvres, live music and cash bar starting at 5pm.



# Schedule at a Glance

**Friday, April 11, 2025 – starting at 8am**

## **Main Conference**

### **Plenary Keynotes**

#### **2024 Baldrige Award Recipients – Reaching the Top: Achieving Excellence, Building Resilience**

*Tricia Hatley, Freese & Nichols*

*Rob Kleiner, Northeast Delta Dental*

*Amber Wilson, Chickasaw Nation Department of Health*

### **Breakout Sessions (1 hour each)**

#### **Rumble Skills: Improving Leadership by Improving Communication**

*Holly O'Hanlon, The Daring Venture*

*Molly Collin Peterson, The Daring Venture*

#### **The Path to Community Resilience: Leveraging Baldrige for Lasting Social Impact**

*Stephanie Norling, Communities of Excellence 2026*

*Katie Baier, Region 5 Community Bridgemakers*

#### **Building an Inclusive Culture – Three Journeys, Three Approaches**

*Tom Henry, Episcopal Homes*

*Ari Lenz, City of Edina*

*John Choi, Ramsey County*

Breakfast, lunch and  
refreshment breaks for  
all Friday attendees.

#### **Understanding, Embracing & Leveraging Artificial Intelligence**

*Greg Hintermeister, IBM*

*Chris Schultz, Sourcewell*

*David Nguyen, University of Minnesota*

#### **Learning Drivers of Excellence: The Benefits of Becoming a Local Baldrige Evaluator/Examiner**

*Ron Smith, Mary Greeley Medical Center*

*Dan Maus, General Mills*

#### **Best Practices in Strategic Planning**

*Marshall Smith, State of MN, Direct Care & Treatment*

*Lisa Dejas, State of MN, Direct Care & Treatment*

### **Intensive Breakout Session (2 hours)**

#### **Achieving Performance Excellence: Exploring Best Practices with Baldrige Award Recipients**

*Tricia Hatley, Freese & Nichols*

*Rob Kleiner, Northeast Delta Dental*

*Amber Wilson, Chickasaw Nation Department of Health*

### **Closing Keynote**

#### **Transform Your Next 30 Days: Achieve Success in Work, Relationships & Life**

*Antonio Neves*