



On **September 15-16, 2014** join us in Richmond, Virginia and learn how to increase 21st century leadership in your organization. Visit www.spqa-va.org for program and registration details or call **571.215.8881**.

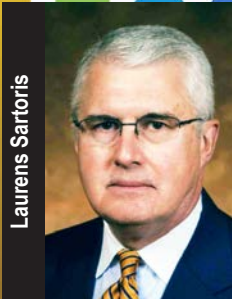
21ST CENTURY LEADERSHIP A Core Competency for Success

The 32nd Annual Virginia Forum for Excellence includes...

John Timmerman



Laurens Sartoris



Hon. Maurice Jones



Pre-Forum Workshops

- An Explorers Guide to the Baldrige Criteria for Performance Excellence
- Innovation Basics: It isn't Elementary
- Discovery Program: A First Step Toward Performance Excellence

Networking Reception with special guest, **Jamie Ambrosi** of the Baldrige Performance Excellence Program.

Morning address by **John Timmerman**, Gallup's Senior Strategist in Customer Experience and Innovation and immediate past President of the American Society for Quality.

Forum Workshops

- EQ: Key Competencies of Effective Leaders
- Moving From Silos to an Effective Performance Management System
- Linking Knowledge Management and Employee Engagement
- Engaging the Customer: Opportunities for Non-Profits
- The Impact of Positive Psychology in Leadership Coaching
- Leading in a VUCA World
- Creating a Communication Plan That Is Right for Your Organization
- Reducing the FOG: Strategic Quality Assessment
- The Compliant, Ethical, and Moral Leader in the 21st Century
- Peer-to-Peer Coaching for Business
- Bridging the C-Suite Social Media Gap
- Plan for Success: Why Strategic Planning is Crucial for Organizational Success

Lunch address by **Laurens Sartoris**, President, Virginia Hospital and Healthcare Association.

Awards Ceremony with the **Hon. Maurice Jones**, Virginia's Secretary of Commerce and Trade (invited) recognizing Award recipients and Discovery participants.



**SEPT 15-16, 2014
RICHMOND, VA**

Virginia SPQA is the Commonwealth's and District of Columbia's premier recognition program for organizational performance excellence. A non-profit organization, Virginia's award, authorized by the United States Senate, is the longest continuously-running award program of its type in the nation. Virginia SPQA's performance criteria and core values are adapted from the Malcolm Baldrige National Quality Award and are used by many top public and private institutions as a proven business model for performance excellence. Call us at **571.215.8881** or email Director@spqa-va.org.

SPQA
UNITED STATES SENATE PRODUCTIVITY AND
QUALITY AWARD FOR VIRGINIA

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