



THURSDAY, APRIL 30: PRE-CONFERENCE

6:00a – 7:00a	SUNRISE CANTINA MOUNTAIN HIKE (LOBBY)		
7:00a – 7:45a	SUNRISE YOGA (LOBBY)		
	SONORA	RINCON	TBD
7:30a – 8:00a	<i>Coffee and Networking</i>		
8:00a – 12:00p	PRINCIPLES & PRACTICES	ADVOCATES MEETING	IPP CERTIFICATION
12:00p – 1:00p	LUNCH		
1:00p – 5:00p	PRINCIPLES & PRACTICES	ADVOCATES MEETING	IPP CERTIFICATION
		ADVOCATES FUNCTION (TBD)	

FRIDAY, MAY 1: PRE-CONFERENCE

6:00a – 7:00a	SUNRISE CANTINA MOUNTAIN HIKE (LOBBY)			
7:00a – 7:45a	SUNRISE YOGA (LOBBY)			
	SONORA	RINCON	TBD	CORONADO
7:30a – 8:00a	<i>Coffee and Networking</i>			
8:00a – 12:00p	PRINCIPLES & PRACTICES	ADVOCATES MEETING	IPP CERTIFICATION	CPT WORKSHOP
12:00p – 1:00p	LUNCH			
1:00p – 5:00p	PRINCIPLES & PRACTICES	ADVOCATES MEETING	IPP CERTIFICATION	CPT WORKSHOP



SATURDAY, MAY 2: PRE-CONFERENCE/KICK-OFF

Registration Desk in the Grand Ballroom Foyer open from 7:00am – 6:00pm

6:00a – 7:00a	SUNRISE CANTINA MOUNTAIN HIKE (LOBBY)					
7:00a – 7:45a	SUNRISE YOGA (LOBBY)					
	RINCON	CATALINA BALLROOM	SALON D	SALON F	SALON E	FOYER
7:30a – 8:00a	<i>Coffee and Networking</i>					
8:00a – 9:00a	PRINCIPLES & PRACTICES	CPT EVENT	K-12 SIS/FIRST-TIMERS ROUNDTABLE	VENDOR TRACK	CHAPTER LEADER'S WORKSHOP	VISIT OUR VENDORS (Grand Ballroom Foyer)
9:00a – 10:00a				VENDOR TRACK		
10:00a – 11:00a			K-12 SIS ROUNDTABLE	VENDOR TRACK		
11:00a – 12:00p				VENDOR TRACK		
12:00p – 1:00p	LUNCH (on your own)				LUNCH (Salon E)	
1:00p – 2:00p	- DEEP DIVE - <i>The Revolutionary Power of WE</i> P. Baverso/Z. Chaudhary	TBD	- DEEP DIVE - <i>The Seventh Box: The Role of Meaningful Relationships in PI</i> Lisa Bradley-Mitchell	- DEEP DIVE - <i>Future of ROI</i> Jack and Patti Phillips	CHAPTER LEADER'S WORKSHOP	
2:00p – 3:00p		SPEED MENTORING			TBD	
4:00p – 5:00p						
5:00p – 6:00p	COCKTAIL HOUR (CASCADE TERRACE)					
7:00p -	CONFERENCE KICK-OFF AND PRESIDENT'S WELCOME (CASCADE TERRACE)					



SUNDAY MAY 3: MAIN EVENTS AND BREAKOUTS

Registration Desk in the Grand Ballroom Foyer open from 7:00am – 3:00pm

6:00a – 7:00a	SUNRISE CANTINA MOUNTAIN HIKE (LOBBY)				
7:00a – 7:45a	SUNRISE YOGA (LOBBY)				
7:00a – 7:45a	PRESIDENT'S BREAKFAST FOR FIRST TIME ATTENDEES (First-Timers, pick up your ticket at the registration desk)				
7:30a – 8:00a	<i>Coffee and Networking</i>				
8:00a – 10:15a	KEYNOTE: DAN NEGRONI, "THE WORKFORCE OF THE FUTURE" (Ballroom B/C)				
	RINCON	SANTA RITA	SABINO	SONORA	CORONADO
10:30a – 11:30a	<i>Increase your Performance Improvement Effectiveness with Change Management</i> Dawn Snyder	<i>Empathic Design: Embracing Compassion and Care; Engaging in Performance Improvement</i> John Baaki	<i>Key Thinking Strategies of Phenominal Leaders</i> Kim Ades	<i>Leading in a Complex World - What Makes a Difference?</i> John Lazar	<i>Storyboarding: Build Your Skills</i> Lisa Giacomo
11:45a – 1:00p	LUNCH (with special introductory show-and-tell for the new www.ispi.org site) (Ballroom B/C)				
1:15p – 2:15p	<i>What's the Difference?? Using Six Sigma to Determine a Change</i> Leanne Jensen	<i>Measuring the ROI of Future of Work Projects</i> Jack and Patti Phillips	Flipped Classroom Flops and Rebounds Mark Boccia	<i>Storyboarding your way to performance</i> Sue Czeropski/ Curtis Pembrook	<i>Let's Talk Research: The Editors of PIQ</i> John Turner
2:15p – 2:30p	<i>Coffee and Networking</i>				
2:30p – 3:30p	<i>Branding for the Performance Improvement Professional</i> Charlotte Chase	<i>The Learning Leader Job is Not Easy!</i> Lisa Toenniges	<i>The Hidden Cost of Automation on Critical Thinking</i> Judy Hale/ Veronika Shestakova	<i>Breaking Bad-Successful Bright Future or Down the Tubes?</i> Eileen Maeso/ Douglas Craft	<i>Survey Design and Data Analysis: The Nuts and Bolts</i> Yonnie Chyung/ Douglas Hutchinson
3:45p – 4:45p	<i>Communication in Complex Projects and Environments</i> Barb Seigel	<i>Design Thinking, the 10 Standards, and Engineering Worthy Performance</i> Tim Brock	<i>Making the Leap: Correlation to Causation</i> Bonnie Beresford	<i>Title TBD</i> Raman Attri	<i>Effects on Decisions: Paper vs. Tablet</i> Anne Niccoli
6:00p – 7:30p	AWARDS DINNER (Ballroom B/C)				



MONDAY MAY 4: MAIN EVENTS AND BREAKOUTS

6:00a – 7:00a	SUNRISE CANTINA MOUNTAIN HIKE (LOBBY)				
7:00a – 7:45a	SUNRISE YOGA (LOBBY)				
7:00a – 8:00a	Coffee and Networking				
7:30a – 8:45a	BUSINESS MEETING (ISPI Members Only) (Ballroom B/C)				
	RINCON	SANTA RITA	SABINO	SONORA	CORONADO
9:00a – 10:00a	<i>ARI-SON Mega-Region and Chapter discussion</i> Mariano Bernardez	<i>Introduction to the Toyota Flow System (FFS)</i> John Turner	<i>Digital Fakery and Blurring the Truth: An HPT Approach?</i> Anne Niccoli	<i>An online master's-level Career-Coaching Course: Successes and Limitations</i> Steven Villachica/ Lisa Giacomo/Vicki Steiha	<i>Insider Effects: Empathy and the Needs Assessment Participant Experience</i> Kim Pinckney-Lewis/ John Baaki
10:15a – 11:15a	<i>Designing Mobile Learning for ROI</i> Patti Phillips	<i>Stretching Learning to New Dimensions-From Providing Learning to Facilitating Performance Outcome</i> Yvon Delat	<i>Fourth Industrial Revolution: Effective Workplace Solutions</i> Judy Hale	<i>2030: A Conscious and Explicit Shift towards Humanism in the Workplace</i> Robert Lion	<i>Needs Assessment in Practice: Barriers and Success Strategies</i> Chris Adams
11:30a – 12:30p	<i>How to Utilize RACI and Build High-Performing Teams</i> Sherry Handcock	<i>Using a Chatbot for Training Reinforcement</i> David Livingston	<i>Road Map to Building a Consulting Firm: Your Entrepreneurial Journey</i> Judy Hale/Nancy Burns	<i>The Need to Localize a Global Culture Change</i> Lisa Bradley-Mitchell	<i>Transformation - Inevitable Annoyance or Fulfilling Opportunity?</i> Kerry Hearn-Smith/ Marnie McCown
	LUNCH AND POSTER SESSIONS (Ballroom B/C)				
12:30p – 2:00p	<i>Omni-Channel Customer Service: Mass Onboarding for Multiple Clients</i> Tara Moore		<i>Reap Goodness and the Community Service Program Take a Leap!</i> Sonia DeMauro		
	<i>The Need to Localize a Global Culture Change</i> Stephanie Johnson		<i>Academic Guild and the new K12 Initiative</i> P. Baverso		
	<i>Personalized Onboarding to Accelerate Proficiency</i> Scott Weesling		<i>ISPI Publications</i> John Turner		
	<i>Competency-based Education: Is CBE the Education Model of the Future?</i> Dawn Snyder		<i>The New www.ispi.org site</i> Sue Czeropski/Steve Monroe		
	SALON J/K	SONORA		CORONADO	
2:15p – 3:30p	- MASTERS SERIES – <i>The Future of Performance Improvement</i> Roger Kaufman	- MASTERS SERIES – <i>The Future of Performance Improvement</i> Rose Benedicks		- MASTERS SERIES – <i>The Future of Performance Improvement</i> Ellen Wagner	
SAFE JOURNEY HOME!					