



The 16th Georgia Oglethorpe
Annual Conference

Shaping Your Future

By Creating Opportunity

Thursday, April 3, 2014 ♦ The Loudermilk Center
♦ 40 Courtland Street ♦ Atlanta, Georgia 30303

REGISTRATION BROCHURE

*GEORGIA'S BALDRIGE-BASED EDUCATION,
ASSESSMENT, AND RECOGNITION PROCESS*

CONFERENCE SCHEDULE

(SUBJECT TO CHANGE AND REFINEMENT WITHOUT NOTICE)

Thursday, April 3, 2014

8:00 a.m. – 3:15 p.m.	Check-in for Registered Attendees
8:00 a.m. – 8:45 a.m.	Continental Breakfast
8:45 a.m. – 10:00 a.m.	Featured Speaker – Dr. Shirley Garrett
	“Spiraling Upward”
10:00 a.m. – 10:15 a.m.	Break – Networking and Sharing
10:15 a.m. – 11:30 a.m.	Concurrent Breakout Sessions – A
11:30 a.m. – 11:40 a.m.	Break – Networking and Sharing
11:40 a.m. – 1:25 p.m.	Awards and Recognition Luncheon
	Featured Speaker – Shane Jackson
	“The LocumTenens.com Performance Excellence Journey”
1:25 p.m. – 1:40 p.m.	Break – Networking and Sharing
1:40 p.m. – 2:55 p.m.	Concurrent Breakout Sessions – B
2:55 p.m. – 3:10 p.m.	Break – Networking and Sharing
3:10 p.m. – 4:25 p.m.	Concurrent Breakout Sessions – C
4:25 p.m. – 5:55 p.m.	Evening Reception

The Loudermilk Center

Located in the heart of downtown Atlanta, Georgia, The Loudermilk Center is conveniently accessed from all points in Metro Atlanta via I-75/85. The Loudermilk Center is on Courtland St. between Auburn Ave. and Edgewood Ave. and is a few blocks north of the Georgia State Capitol and Georgia State University. For directions by car or MARTA, please see The Loudermilk Center Web site at www.loudermilkcenter.com and click Location. Phone: 404.507.1690. Parking is available, and having your parking ticket stamped at The Loudermilk reception desk will reduce your cost.

All About: Networking – Sharing – Learning

Everyone is welcome to attend who wants to spend the day networking with other professionals who share an interest in improving their organization’s bottom-line performance. Speakers will share proven techniques that may be applied to help your organization not only improve but thrive in today’s challenging world. You will also hear from organizations that have improved using the internationally acclaimed Baldrige Criteria for Performance Excellence, which offers leaders a roadmap for achieving organizational goals.

What is Georgia Oglethorpe?

Georgia Oglethorpe Award Process, Inc. is a 501(c)(3) nonprofit organization founded in 1997 that provides low-cost, high-value education, assessment, and recognition to Georgia’s business, industry, government, education, healthcare, and nonprofit organizations. The organization promotes both strategic and tactical organizational performance improvement and excellence through use of the Criteria for Performance Excellence. These Criteria are the same used to determine recipients of the national Baldrige Award, administered by the Baldrige Performance Excellence Program. Voice Mail: 404.232.3808 ♦ E-Mail: office@georgiaoglethorpe.org ♦ Web Site: www.GeorgiaOglethorpe.org.

Dress for all events is business/business casual. Please layer clothing for temperature variation.

**Georgia Oglethorpe Award Process, Inc.
100 Lambets Way, Alpharetta, GA 30005**

CONFERENCE PROGRAM

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BREAKOUT SESSION SPEAKERS & TOPICS

Chuck Barlow – Using the Georgia Focus Recognition Self-Assessment Tool (Step 1)

Chuck Barlow, President/CEO of Quality Management Transformation Solutions, has served multi-years as a Georgia Oglethorpe Senior Examiner. As a facilitator/trainer, Chuck specializes in building high performance teams, diversity leadership, transformation management, and developing “no excuse” leaders. His professional portfolio includes executive management and functional leadership experience. He has conducted business assessments for organizations throughout the State of Georgia that seek to improve and transform organizations, improve human resource utilization, customer service, and bottom-line revenue and profits.

Henry Whitlow & Kirk Patterson - The Leadership Trifecta (Two Sessions)

Henry Whitlow, President & CEO, and Kirk Patterson, Executive Vice President & COO, of the Hudson Strategic Group manage this business enterprise value architects company with clients in Atlanta and throughout the country. With a primary focus on leadership, strategic planning, and customer focus, they facilitate key client actions to address performance issues through design. Both have extensive experience working with the Baldrige Criteria for Performance Excellence, including many years serving on the Georgia Oglethorpe Board of Examiners.

Walt Cederholm & Bill Bailey – The Board of Examiners Experience and How to Apply for Assessment & Recognition

Walt Cederholm and Bill Bailey are lead trainers for Georgia Oglethorpe’s Board of Examiners and have been appointed multiple years as senior examiners to the Georgia Oglethorpe and national Baldrige Board of Examiners. As President of BW Associates, Walt specializes in Baldrige-based coaching and application assistance, as well as support of client organizational improvement initiatives. Bill is assistant professor and coordinator of the Master of Science in Quality Assurance program at Southern Polytechnic State University and works as an independent consultant in the areas of organizational performance and process improvement.

Brooke Thompson-Implementing the Balanced Scorecard Method Throughout Your Organization

Brooke Thompson is Vice President, Quality and Customer Care, LocumTenens.com. As leader of the Customer Care Team and all performance excellence initiatives for LocumTenens.com, Brooke was instrumental in helping her company earn the 2014 Georgia Progress Award. She will share success stories and lessons learned from this experience. LocumTenens.com is a full-service recruitment firm that assists healthcare facilities and government agencies with their physician staffing needs, as well as helping physicians find the right job opportunities.

FEATURED SPEAKERS

Dr. Shirley Garrett - Spiraling Upward

Dr. Shirley Garrett, a prolific writer and speaker, has a knack for helping people get to the heart of the matter. As a speech coach, she shows clients how to build on their strengths and become better communicators – on and off the platform and in and out of meetings. As a communication strategist, she teaches people how to convey messages to improve relationships, foster collaboration, and develop more productive teams. As a strategic thinker and planner, Shirley works with world-wide companies who want to see their business grow in a defined direction by developing and delivering stronger messages.

Mr. R. Shane Jackson - The LocumTenens.com Performance Excellence Journey

Mr. R. Shane Jackson is President of LocumTenens.com, a free online physician recruiting board and full-service recruiting agency. Previously, he oversaw numerous acquisitions, startups and investments for Jackson Healthcare, including serving as president for several of its startup entities. In 2006, the Atlanta Business Chronicle named him one of the city's "Top 40 Under 40," recognizing his accomplishments as a young leader. Shane will speak of his company’s performance excellence journey using the Baldrige Criteria since 2010 and culminating in receiving the 2014 Georgia Progress Award.

EVENING RECEPTION

- All conference participants are invited to attend the evening reception, which is included in Full Conference Registration.
- Share challenges and success stories as you mix and mingle with others on the journey to performance excellence.
- Express appreciation to our Board of Examiners: Examiners, Senior Examiners, and Judges.
- Acknowledge Victoria Taylor’s nearly eighteen years’ service as Executive Director of Georgia Oglethorpe.

2014 REGISTRATION

Georgia Oglethorpe Annual Conference Thursday, April 3, 2014 • The Loudermilk Center, Atlanta

Please TYPE or PRINT ONE FORM PER PERSON (except for multiples attending ONLY the Awards Luncheon).

Name: _____ Dietary Restrictions: _____

Functional Title: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip Code: _____ Country: _____

Work Phone: _____ Cell Phone: _____ E-mail: _____

CONFERENCE REGISTRATION AND COSTS

TOTALS

Full Conference Registration: (Please check the appropriate boxes that apply to you and enter all costs.)

All Events: All Speakers, Awards Luncheon, Reception, Breakfast & Snacks \$295 each \$ _____

Special Discount Fee (No additional discounts apply.)

All Events for Sponsors, Groups (4+ registrations), or 2011/2012/2013 Members of Georgia Oglethorpe Board of Examiners. \$275 each \$ _____

Separate Events Registration: (May use one form for multiple registrations.)

Attend Awards Luncheon only. (Total number to attend x \$85 ea. = _____) \$ _____

Attend Evening Reception only. (Total number to attend x \$35 ea. = _____) \$ _____

Total for all Registration Options Selected: \$ _____

METHOD OF PAYMENT

Please check appropriate boxes. All forms of payment must be received by 6:00 pm Thu, March 27, 2014, unless other arrangements are made with our office. Checks are preferred.

Check: Make payable to **Georgia Oglethorpe Award Process, Inc.** and mail to address below in Registration Options.

Charge:

Visa MasterCard Card Number: _____

Exp. Date: _____ Security Code: _____ Cardholder Name (Print): _____

U.S. Mailing Address Corresponding to Cardholder Account: _____

Sending Your Registration by E-mail? Please CALL Phone: 770.889.4011 or Voice Mail: 404.232.3808 and leave your name and phone number. We will call you back to request credit card information. **E-MAIL REGISTRATION IS PREFERRED.**

Registration Options

E-mail: office@GeorgiaOglethorpe.org (For security, no credit card #s by e-mail. Call 770.889.4011 to give credit card #.)

U.S. Mail: Georgia Oglethorpe Award Process, Inc.
100 Lambets Way
Alpharetta, GA 30005

Web Site: www.GeorgiaOglethorpe.org (Select Conference tab to download this registration form.)

Voice Mail: 404.232.3808 (Please leave your name and number. We will contact you for credit card information.)

Cancellation Policy

All substitutions and cancellations must be made by phone. **CALL 770.889.4011 or 404.232.3808.**

- Substitutions accepted.
- Full refund for cancellations received on or before Wednesday, March 26, 2014.
- \$100 cancellation fee if received on Friday, March 28, 2014.
- No refunds after Friday, March 28, 2014.