

Quiet Excellence Session Summaries

Presentation Titles:

Promoting Holistic Health and Well-being ... for your organization

Health care practitioners have learned the benefits of providing holistic care to people – considering the complete person, physically and psychologically, in the treatment of a disease, and embracing that the whole is more than merely the sum of its parts. Organizations (like organisms) benefit from holistic thinking – managing all the components of your organization as a unified whole to achieve your mission, ongoing success, and performance excellence. This session will explore managing overall organizational performance as a system with interdependent operations, using synthesis, alignment, and integration to make the system successful.

Creating a high-reliability, very "mature" organization

High reliability organizations are defined as those that operate in complex, high-hazard domains for extended periods without serious accidents or catastrophic failures. Regardless of which type of organization or sector, the key to high reliability is to have systematic approaches, which are well deployed, and incorporate mechanisms for evaluation so that learning and improvement are possible. In Baldrige terminology, that is also referred to as a highly mature, and high-performance organization. This session provides insight on creating those conditions for success.

Thanks for the Feedback Report ... Now What?!?

Have you received a feedback report from the Kentucky Center for Performance Excellence, or from an accreditation or certification organization? Bring it with you to this workshop and put the feedback to best use – improving your organization! This session presents a highly systematic approach for evaluating feedback, and prioritizing findings, and implementing improvements.