

Get READY for Rapid Change: Simplify and Accelerate Organizational Change |

April Callis-Birchmeier, CEO of Springboard Consulting

Organizations are inundated with change. New technologies, operational challenges, and adjusted expectations compound change. Learn to navigate personal and organizational change with a simple framework to increase resilience in yourself and others.

You'll learn techniques to clearly communicate change, how to connect leaders, and reduce resistance to change. Utilize the R.E.A.D.Y. framework to help yourself and others effectively adapt to and accept change.

This session provides a framework and tools to simplify change management practices and ensure stakeholders can adopt and sustain organizational change.

Participants will:

- Define the change and change impact on stakeholders
- Utilize the power of the R.E.A.D.Y. framework to provide clarity
- Develop sponsor alignment and engagement for change success
- Recognize and reduce resistance while encouraging support

Leadership ReDEFYned: Disrupting the Status Quo with Authentic Power |

Tami Chapek, Founder & Head Coach of WelInspireWe

Stop limiting your potential. When leaders prioritize borrowed principles over their core identity, they inadvertently cap their own growth and restrict their team's capacity for meaningful change. Leadership ReDEFYned is the necessary disruption for leaders who know their influence, their teams, and their organization are capable of more.

Authenticity is not optional—it is the fuel for exponential success and change. In this workshop, you'll develop the conviction and strategy to stop focusing on what you or your team lack and start relentlessly leveraging what you offer. This is the pathway for leaders who want to truly change the world around them, beginning with a powerful, authentic self-definition.

Your Actionable Takeaways:

1. Personal ReDEFINITION: Solidify your authentic leadership identity and vision by mastering your core strengths and gifts.
2. Cultural Blueprint: Learn to reDEFYne the leadership paradigm in your organization, creating a framework for widespread authenticity.
3. Strategic Rollout: Develop an explicit action plan to cascade this philosophy, empowering teams to unleash their full, unique potential.
4. Tangible Change: Move from 'fitting in' to 'standing out,' inspiring measurable, transformational change in self and others.

Winning with Data: Sports-Driven Analytics for Ops Leaders | Dr. John Draper, Fisher College of Business Clinical Associate Professor

Where on the pitch is Lionel Messi most dangerous when taking a shot? How do today's superstar quarterbacks—Patrick Mahomes, Josh Allen, Lamar Jackson—compare statistically to the legends of 20–30 years ago? How do we quantify the value of a two-way star in Shohei Ohtani or Yoshinobu Yamamoto's World Series performance in today's analytics-driven MLB? And with the Oklahoma City Thunder dominating defensively, what does the data say about how good they *really* are? Across sports, teams increasingly rely on analytics to visualize performance, evaluate decisions (punt, pass, or run?), predict outcomes, and rate teams more accurately—whether selecting the College Football Playoff field or identifying hidden weaknesses in a defensive scheme. These aren't gut-feel questions anymore. They're data questions.

In this highly-rated workshop, Prof. Draper guides attendees in developing new analytical skills using the world of sports – complete with real-world examples and real data. Ultimately, attendees will sharpen their Excel skills and strengthen their capabilities in critical thinking, statistical analysis, predictive analytics and optimization.

To attend this workshop, attendees should have a basic knowledge of Excel and a basic understanding of the rules of football, basketball, baseball and hockey. (No expertise needed – just know how many outs in an inning, how many downs before a first down, etc.)

Customer Journey-Driven Problem Solving in an AI World | Michael Fruhling, CEO & Founder of BFS Innovations, Inc.

Organizations increasingly misdiagnose customer problems because they rely on assumptions, internal biases, or solution-first thinking. AI accelerates this failure mode: it can generate solutions instantly, but often to the wrong problem. Without a disciplined approach to mapping the customer journey, companies overlook the hidden, behavior-driven moments where real problems emerge, leading to wasted effort, broken solutions, and costly misalignment.

This session demonstrates how the customer journey provides the clarity and context necessary for defining real problems before anyone reaches for solutions, including AI-generated ones. Drawing from decades of innovation work and current MBA/Executive Education teaching, Michael shows how journey mapping reveals key breakdowns, root causes, and human-behavior realities that AI alone cannot see. Attendees will leave with a practical, repeatable framework for using the customer journey to identify, define, and validate the right customer problems, before engaging AI or proposing solutions. They will understand how to combine human insight, journey-based diagnostics, and AI-supported ideation to improve accuracy, speed, and adoption.

Participants will learn how to:

- Use customer journey mapping to reveal meaningful, solvable customer problems
- Apply AI responsibly to support diagnostics rather than replace judgment
- Pressure test solution directions for feasibility, behavior-fit, and real-world impact

The Art of Building an Adaptive Culture | Julia Geisman, Chief Human Infrastructure Architect at HiWorks Solutions

Companies are confronting unprecedented changes propelled by technological advances and the ever-evolving complexities of the business environment. Navigating these challenges demands an adaptive culture to weather the gale winds of change.

This workshop is designed to:

- Reduce the complexities associated with building an adaptive culture
- Identify the root causes of roadblocks for building an adaptive culture and approaches to mitigating their impact
- Provide tools and approaches that promote curiosity, appreciation, and engage individuals and teams to actively embrace new requirements
- Demonstrate how existing skills can be used to create an adaptive team and organizational culture.

Participants will:

- Gain the building blocks for creating adaptive teams
- Develop a deeper understanding of the root causes of resistance to cultural changes
- Be equipped with practical tools for creating an adaptive culture

Sherlock Holmes: Zombie Hunter Lean Simulation | Peg Pennington, President of MoreSteam

A mysterious zombie outbreak has struck the quiet village of Dragos—and local authorities need your help. In this fast-paced, highly interactive workshop, you'll step into the role of Lean Six Sigma investigators using A3 Problem Solving to diagnose and contain the crisis. Working in small teams, participants will engage in a condensed version of the popular Sherlock Holmes: Zombie Hunter simulation—an immersive problem-solving experience that blends structured critical thinking with an unconventional, entertaining storyline. Throughout the session, teams will choose investigative activities, review interviews, analyze data, and make decisions that influence the outcome of the scenario. With no single “right path,” you'll quickly see how good reasoning, disciplined methods, and teamwork create clarity in ambiguous situations.

This workshop is ideal for anyone new to structured problem solving—including Yellow Belts, early-stage Green Belts, and leaders who want to experience the fundamentals of A3 Problem Solving in action.

During this 4-hour simulation experience, participants will:

- Practice A3 Problem Solving in a realistic, open-ended environment
- Strengthen critical thinking, data interpretation, and investigative skills
- Experience how different decisions drive different outcomes
- Apply foundational tools such as SIPOC, CTQs, basic data analysis, and root cause techniques
- See how teams collaborate effectively under time pressure and uncertainty

Flow Engineering: Mapping Knowledge Work, AI, and Operational Performance for Flow | Steve Pereira, Head Consultant for Visible Flow Consulting

In this interactive, play-based workshop we use a fictional end-to-end value stream to build a lean model of operational flow and explore the value of mapping, impacts of AI, and rapid improvements. Small teams will map their own value streams, measure performance, and identify hotspots to target with improvement experiments. We'll elaborate on upstream causes and downstream effects, translating insights into clear next steps that accelerate time-to-market and improve overall flow.

Participants will leave with a repeatable lean playbook they can run in as little as 30 minutes to align teams, quantify performance, and kick-start practical improvements that fuel operational excellence.

Building an Effective Hoshin Plan for Your Team | Jason Risser, Lean Practitioner & Technology Delivery Leader, and Michelle Risser, Licensed Therapist & Consultant

Hoshin planning can be an intimidating component of lean to implement. Strategic planning requires a commitment to thoroughly think through where you're headed and how to get there. Does your organization/department/team have a clear plan for where it needs to be? Does it know how to get there? What work is essential to achieving the plan? What is being worked on that doesn't align with the plan? Is your organization struggling to define a vision or make progress on that vision?

The workshop will walk step-by-step through a framework for an effective hoshin plan and help you build it in real-time. Participants won't need to be experts on hoshin, but they will need to show up ready to think about where their orgs need to be and challenge their thinking about how to get there.

This workshop will help you 1) build a plan that enables you to clearly understand your true north, 2) have clearly defined KPIs, and 3) set a framework for accountability reviews, allowing you to achieve breakthrough results.

Takeaways will include:

- An understanding of the value of hoshin
- A working hoshin plan
- A playbook for reviewing the hoshin plan and reviewing for accountability
- An appreciation for when it is okay to modify or re-think a KPI or goal

Observing Work for Deep Insight: Practical SMED | Chad Smith, Master Black Belt and Owner of CI Solutions

In this workshop, participants will learn all about the process of observing a process in order to see the work in a new and fresh framework. Effective CI Practitioners utilize SMED to systematically take apart a process, looking for work that stands in the way of changing from doing one thing to doing another.

Although often thought of as being only useful in manufacturing (duh, the name speaks to press shop improvements – Single Minute Exchange of Die), the concepts can be universally applied to any process that completes things but has to be reconfigured frequently, taking the process out of service while the changeover occurs.

This session is practical and fresh and innovative in one main way – we will utilize your smartphone to complete a SMED during the workshop in order to practice what we learn.

Participants will:

- Learn about the process of SMED, and how to measure changeover time correctly
- Refresh on the 8 wastes and concepts like moving internal work to external work
- Understand how we need to approach people we will observe
- Practice SMED during the workshop