





Multnomah County

# RESULTS

Reaching • Excellent • Services • Using • Leadership &amp; Team • Strategies

## RESULTS CONFERENCE AGENDA

September 14, 1994

8:00am		Registration: Coffee and Danish
8:30am	Beverly Stein	Welcome, and Introduction to the RESULTS Campaign: "Transforming Multnomah County: Why We Must Do It Now"
9:00am	Barry Crook	Introduction to Continuous Quality Improvement (CQI)
9:45am	All	Break
10:00am		CONCURRENT WORKSHOPS, SESSION 1
	Jim Munz	A. The Plan/Do/Check/Act Cycle
	Larry Wharton	B. Forming an Empowered Work Team
	Jackie Babicky	C. How to Use CQI Charting Tools
	José Campos	D. Customer Service Surveys
	Gary Moore	E. Role of Management and Labor in a Quality-Oriented Environment
	Judy Clarke	F. Conflict Resolution Strategies
11:15am		CONCURRENT WORKSHOPS, SESSION 2
12:30pm	All	Lunch
1:30pm	Barbara Willer	"How to Develop Your High-Performance Work Team with a Multnomah County Training Grant."
2:00pm		CONCURRENT WORKSHOPS, SESSION 3
3:15pm	All	Break
3:30pm	Beverly Stein and Workshop Trainers	Panel and Open Mike Discussion: "What we've learned, and what still baffles us" – here's your chance to grill the "experts."
4:30pm	Beverly Stein	Closing and Workshop Evaluation.
4:45pm	All	Adjournment