

18th Conference on Performance Excellence

Arizona Quality Alliance

The AQA will host its 18th Conference on Performance Excellence on Tuesday, October 12, 2010 at the Chaparral Suites in Scottsdale, Arizona.

The theme for this year's conference is, ***"Navigating Currents of Change – Sailing to Success."***

The Keynote Presenter is Loretta Malandro, Ph.D. Dr. Malandro has developed a groundbreaking behavior-based methodology that is used around the globe to create top-performing leaders and high performance organizations. It is based on the simple but profound concept: In order to change your organization, you must be willing to alter your behavior and help others choose to change their behavior. This means demanding 100% accountabilityTM from your people – and yourself.

In today's ultracompetitive business environment, a new leadership approach is needed. Dr. Malandro's book, *Fearless Leadership* takes you step-by-step through the process of raising the behavioral standards that directly impact the bottom line.

During Dr. Malandro's presentation, she will touch on learning the secret behind:

- Confronting the blind spots that sabotage success
- Overcoming the success-strangling "need to be right"
- Eliminating silo mentality and building committed partnerships
- Ending compliance and gaining full support and alignment
- Talking straight and confronting difficult situations head on
- Building a culture of 100% Accountability

Everyone who attends the Conference on Performance Excellence will receive Dr. Malandro's book, *Fearless Leadership*". For a fresh new leadership approach, start reading her book now by linking to [Dr. Malandro's Excerpts](#). (If link does not work, please copy/paste into a new browser)

<http://www.arizona-excellence.com/2010%20information/Fearless%20Leadership%20Excerpt%20Malandro%2007012009%20e-version.pdf>

The AQA will also present a **Panel of Excellence** including recipients of the National Malcolm Baldrige Quality Award. To date, confirmed are Priscilla J. Nuwash, MBA, Director, Process Improvement, Poudre Valley Health System out of Fort Collins, Colorado, a recipient in 2008, and Brenda Clark, Associate Superintendent for Learning, Iredell-Statesville Schools out of Statesville, North Carolina, another recipient in 2008.

[Iredell-Statesville Schools](#) (If link does not work, please copy/paste into a new browser). http://www.arizona-excellence.com/2010%20information/Iredell_Statesville_Schools_Profile.pdf.

[Poudre Valley Health System](#) - (If link does not work, please copy/paste into a new browser). http://www.arizona-excellence.com/2010%20information/Poudre_Valley_Health_System_Profile.pdf . We anticipate another one to two panelists representing other industry sectors to present on the Panel of Excellence.

The 18th Conference on Performance Excellence will also include breakout sessions, a networking luncheon and exhibitors.

The Call for Papers will be sent out in April for the breakout session topics and exhibitor information will be available in May. Registration materials will be available in early August. Any questions can be directed to Karen Shepard at kshepard@arizona-excellence.com