

The 3rd
Annual

LEADERSHIP BEST PRACTICES CONFERENCE

NOVEMBER 14, 2008

SHERATON CRYSTAL CITY HOTEL, ARLINGTON, VIRGINIA

REGISTER NOW

FIVE WAYS TO REGISTER

CALL: (703) 359-5969

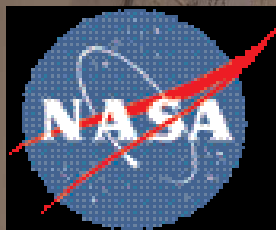
TOLL FREE VOICE MAIL: (800) 899-6363

FAX: (703) 359-5971

E-MAIL: info@theleadersconference.com

WEB: www.leadershipbestpracticesconference.com

SPONSORS



Attendees Will Receive:
Leadership Best Practices Conference Proceedings Book
One Year Subscription to Leadership Excellence Magazine

HEAR WORLD-CLASS BEST PRACTICES FROM:

The Ritz Carlton Hotel Company

Disney Institute

Federal Aviation Administration

American Society of Training and Development

MasterCard Worldwide

University of Georgia

**National Aeronautics and Space Administration
(NASA)**

Equity Residential

**The JAE Leadership Institute,
University of Miami**

Leadership Excellence Magazine

And Baldrige Award Winners:

PRO-TEC Coating Company

Sharp HealthCare

THE 3RD ANNUAL LEADERSHIP BEST PRACTICES CONFERENCE

SELECTED PAST PARTICIPANTS

Baldrige Natnl Quality Program
 Booz Allen Hamilton
 Branch-Smith Printing Division
 Capital One
 Center for Army Leadership
 Chesterfield County, Virginia
 DC Water and Sewer Authority
 Dell, Inc.
 Dept. of Information Services
 Dunkin' Brands
 DynMcDermott Petroleum Operations Co.
 EMC Corporation
 Environmental Protection Agency
 George Mason University
 Inova Fair Oaks Hospital
 Jet Blue Airways
 JJA Consultants, Inc.
 Leadership Excellence
 Leadership Practices Inc.
 National Science Foundation
 NeighborWorksAmerica
 NOAA
 NYC Parks and Recreation
 Park Place Lexus
 Premier Inc.
 Prince William Health System
 Raytheon
 Schwan University
 Shippensburg University
 Social Security Administration
 SHRM
 SPQA
 Texas Tech University
 The Disney Institute
 The Wharton School
 TSA
 Trident Technical College
 U.S. Department of Agriculture
 U.S. Department of Defense
 U.S. DHHS
 U.S. Department of Labor, MSHA
 U.S. Department of State
 U.S. Dept. of Transportation
 U.S. Department of Treasury
 U.S. GSA
 U.S. Postal Inspection Service
 United States Capitol Police
 United Way of America
 Virginia State University
 Washington Headquarter Services
 World Wildlife Fund

CONFERENCE PURPOSE AND OBJECTIVE

The **Leadership Best Practices Conference** is designed to assist public and private sector organizations in creating a strategic competitive advantage through identifying and implementing leadership best practices. The Conference features proven techniques, tools, principles, and competencies for addressing leadership and management challenges and developing world-class leaders in public and private sector organizations. Hear from world-class leaders, enhance your leadership skills and competencies, and learn strategies for engaging, developing, and leading employees. Whether you are developing leaders in an organization, developing your direct reports, or honing your own leadership skills, you won't want to miss this exciting event!

WHO SHOULD ATTEND

This Conference is recommended for individuals and organizations interested in addressing next generation leadership challenges and developing state-of-the-art leadership competencies, including:

- ◆ SES-Level Executives
- ◆ Executive Readiness Candidates
- ◆ Senior and Mid-Level Managers
- ◆ Front-line Supervisors
- ◆ Human Resources and Training Directors
- ◆ Leadership Development Directors
- ◆ Professionals/Employees Interested in Developing Leadership Competencies

CONFERENCE SCHEDULE

7:00-9:00	REGISTRATION						
7:30-8:45	PRE-CONFERENCE TUTORIAL: "TRANSFORMATIONAL LEADERSHIP"						
Prior to the conference, this tutorial will cover the definition of transformational leadership, organizational development principles, how to develop qualities and attributes of transformational leaders, and the tools and techniques needed for leading transformation projects and teams. This is a separate registration fee from the conference.							
9:00-9:10	WELCOME AND OPENING REMARKS						
9:10-9:50	TRACK ONE: LEADERSHIP ENGAGEMENT TECHNIQUES						
KEYNOTE: "IT'S ALL ABOUT LEADERSHIP"							
by Diana R. Oreck, Vice President, Global Learning and Leadership Center, The Ritz Carlton Hotel Company. This presentation will focus on the importance of all employees understanding the strategic plan in order to execute it and provide outstanding service and financial results. All employees wish to be led by a winning leader, someone who is dynamic, competent, fair, and authentic. This session highlights essential leadership skills for leaders to use to engage and inspire their employees who, in turn, further engage customers.							
9:50-10:20	TRACK TWO: LEADERSHIP BEST PRACTICES						
KEYNOTE: "TEN LEADERSHIP BEST PRACTICES PILLARS"							
by Dr. Johnson A. Edosomwan, Chairman and CEO, JJA Consultants, Inc. This presentation will focus on the ten best leadership best practices and pillars developed from world-class organizations in public and private sector organizations. Results-oriented leadership principles and tools will be discussed.							
10:20-10:35	BREAK AND NETWORKING						
10:35-11:15	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;">TRACK THREE: QUALITY LEADERSHIP</td> <td style="width: 50%; text-align: center;">TRACK FOUR: LEADERSHIP DEVELOPMENT PROGRAMS</td> </tr> <tr> <td style="text-align: center;">"STRIVING FOR BUSINESS ALIGNMENT: THE GOOD, THE BAD, AND THE UGLY!"</td> <td style="text-align: center;">"FLIGHT: LAUNCHING THE NEXT GENERATION OF LEADERSHIP AT EQUITY RESIDENTIAL"</td> </tr> <tr> <td>by Dr. Barbara A. White, Chief Information Officer and Associate Provost, University of Georgia. This session will provide a case study on "lessons learned" in aligning leadership and key stakeholders around institutional IT priorities. These "lessons" will reflect an interconnected web of strategic leadership, strategic planning, governance, communications, and performance and accountability competencies, and much more.</td> <td>by John Powers, Executive Vice President, Human Resources, Equity Residential. With 4,200 employees spread among 580 apartment communities in 25 states, Equity Residential needed to foster a common approach to people management across its property management organization. The solution is the Flight Program, a two-year learning journey that is successfully strengthening core competencies among the company's high-potential, on-site leaders.</td> </tr> </table>	TRACK THREE: QUALITY LEADERSHIP	TRACK FOUR: LEADERSHIP DEVELOPMENT PROGRAMS	"STRIVING FOR BUSINESS ALIGNMENT: THE GOOD, THE BAD, AND THE UGLY!"	"FLIGHT: LAUNCHING THE NEXT GENERATION OF LEADERSHIP AT EQUITY RESIDENTIAL"	by Dr. Barbara A. White, Chief Information Officer and Associate Provost, University of Georgia. This session will provide a case study on "lessons learned" in aligning leadership and key stakeholders around institutional IT priorities. These "lessons" will reflect an interconnected web of strategic leadership, strategic planning, governance, communications, and performance and accountability competencies, and much more.	by John Powers, Executive Vice President, Human Resources, Equity Residential. With 4,200 employees spread among 580 apartment communities in 25 states, Equity Residential needed to foster a common approach to people management across its property management organization. The solution is the Flight Program, a two-year learning journey that is successfully strengthening core competencies among the company's high-potential, on-site leaders.
TRACK THREE: QUALITY LEADERSHIP	TRACK FOUR: LEADERSHIP DEVELOPMENT PROGRAMS						
"STRIVING FOR BUSINESS ALIGNMENT: THE GOOD, THE BAD, AND THE UGLY!"	"FLIGHT: LAUNCHING THE NEXT GENERATION OF LEADERSHIP AT EQUITY RESIDENTIAL"						
by Dr. Barbara A. White, Chief Information Officer and Associate Provost, University of Georgia. This session will provide a case study on "lessons learned" in aligning leadership and key stakeholders around institutional IT priorities. These "lessons" will reflect an interconnected web of strategic leadership, strategic planning, governance, communications, and performance and accountability competencies, and much more.	by John Powers, Executive Vice President, Human Resources, Equity Residential. With 4,200 employees spread among 580 apartment communities in 25 states, Equity Residential needed to foster a common approach to people management across its property management organization. The solution is the Flight Program, a two-year learning journey that is successfully strengthening core competencies among the company's high-potential, on-site leaders.						

To Register: Call: (703) 359-5969 or (800) 899-6363 ♦ Fax: (703) 359-5971

E-MAIL: info@theleadersconference.com ♦ ON-LINE: www.leadershipbestpracticesconference.com

THE 3RD ANNUAL LEADERSHIP BEST PRACTICES CONFERENCE

CONFERENCE SCHEDULE CONT.

11:15-11:55

TRACK FIVE: MENTORING BEST PRACTICES

"MENTORING AND TRANSFORMATIONAL LEADERSHIP"

by Teresa (Terri) A. Scandura, Dean of the Graduate School, Johnson A. Edosomwan Leadership Institute Academic Director, **University of Miami**. Research has shown that the most effective leaders provide both one-on-one coaching and mentoring, as well as articulate a strategic transformational vision. These two essential modalities of leadership will be discussed, as well as how they are related and best practices-based implementation methods.

TRACK SIX: ENGAGING AND MOTIVATING THE WORKFORCE

"LEADERSHIP: FROM EXHAUSTED TO EFFECTIVE"

by Dr. James Trinka, Director, Technical Training and Development, **Federal Aviation Administration (FAA)**. Participants will learn: the value of using an appreciative inquiry-based approach to leadership; how to identify the "vital few accelerators" that drive outcomes of employee engagement and leadership effectiveness; and how to apply the "vital few accelerators" on the job.

11:55-1:25

LUNCHEON SESSION

TRACK SEVEN: LEADERSHIP DEVELOPMENT TOOLS

LUNCHEON KEYNOTE: "HOW BEST TO DEVELOP AUTHENTIC LEADERS"

by Ken Shelton, Editor, **Leadership Excellence Magazine**. In this session, you will learn how to focus your leadership development program on what the organization needs its leaders to be and do—and then work backwards to devise the best ways to develop authentic leaders who can achieve desired results, model the values, and maintain relationships.

1:25-2:05

TRACK EIGHT: HUMAN CAPITAL & SUCCESSION PLAN ALIGNMENT

"ALIGNING HUMAN CAPITAL MANAGEMENT WITH NASA'S MISSION"

by Toni Dawsey, Assistant Administrator for Human Capital Management, **National Aeronautics and Space Administration (NASA)**. This presentation will discuss approaches taken to align succession planning and leadership development with a comprehensive Human Capital Plan to ultimately meet NASA's current and future workforce needs.

TRACK NINE: WINNING LEADERSHIP

"LESSONS LEARNED FROM A WINNER"

by Dan Gross, RN, DNSc, Executive Vice President of Hospital Operations, **Sharp HealthCare, 2007 Baldrige Award Winner**. Sharp Healthcare's world-class leadership performance led to net revenue increases of over \$900 million from 2001-2007, and the winning of the coveted Malcolm Baldrige Quality Award. Learn the secrets of leadership success.

2:05-2:45

TRACK TEN: TEAM-BASED LEADERSHIP

"LEADERSHIP FOR A BALDRIGE WINNER"

by Shannon Shartell, Manager, Human Resources, **PRO-TEC Coating Company, 2007 Baldrige Award Winner**. PRO-TEC will share how its leadership supports and is supported by their culture. PRO-TEC follows the belief that everyone is a leader and that leadership is not so much about authority and control, but about every associate practicing ownership, responsibility, and accountability as they perform their jobs.

TRACK ELEVEN: LEADERSHIP COACHING

"UNIQUE ORGANIZATIONS, UNIQUE LEADERSHIP"

by Julie Nielsen, Senior Director of Human Resources and Organizational Learning, **American Society for Training & Development (ASTD)**. ASTD will share their internal Leadership System with a focus on their BizCoaching program. The presentation will explore how ASTD created a systematic approach to leadership development, while focusing on the organization's unique characteristics and business needs.

2:45-3:00

BREAK AND NETWORKING

3:00-3:40

TRACK TWELVE: VISIONARY LEADERSHIP

KEYNOTE: "LEADERSHIP DEVELOPMENT AT THE HEART OF COMMERCE"

by Matthew D. Breittfelder, Vice President, Leadership Development, **MasterCard Worldwide**. MasterCard Worldwide is building a culture of leadership at all levels, where every employee in the company is expected to demonstrate leadership on a daily basis, and every manager is expected to serve as a coach to their teams. This leadership development approach helps MasterCard pursue its mission of advancing commerce globally in more than 210 countries around the world.

KEYNOTE: "LEADERSHIP, DISNEY STYLE"

3:40-4:20

Presented by The Disney Institute. Discover how effective leadership has been the catalyst at Disney to drive employee/customer satisfaction and bottom-line results, from the company's inception to today. Understand how Disney leaders communicate a compelling vision, build involvement and ownership, organize for maximum involvement, and lead through change.

4:20-4:30

CLOSING REMARKS

ACKNOWLEDGEMENTS: We would like to extend a sincere thanks to our sponsoring organizations!



To Register: Call: (703) 359-5969 or (800) 899-6363 ♦ Fax: (703) 359-5971

E-MAIL: info@theleadersconference.com ♦ ON-LINE: www.leadershipbestpracticesconference.com

3RD ANNUAL LEADERSHIP BEST PRACTICES CONFERENCE

CONFERENCE LOCATION

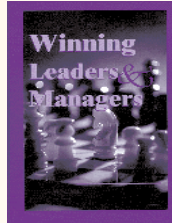
The Sheraton Crystal City Hotel is located at 1800 Jefferson Davis Highway, Arlington, Virginia 22202, one mile away from Washington DC's Reagan National Airport. **Contact the hotel directly for room reservations:** Phone (703) 486-1111; Fax (703) 769-3970. **Ask for special rates for the conference until October 13, 2008.**

CONFERENCE PROCEEDINGS AND BOOKS FOR SALE



2nd Annual Leadership Best Practices Conference Proceedings \$25.00

Winning Leaders and Managers \$30.00



TITLE	COST	QUANTITY	TOTAL COST
Winning Leaders & Managers	\$ 30.00		\$
A Legacy of 21st Century Leadership	\$ 20.00		\$
1st Annual Leadership Best Practices Conference Proceedings	\$ 25.00		\$
2nd Annual Leadership Best Practices Conference Proceedings	\$ 25.00		\$
Customer-Driven Quality Management	\$ 25.00		\$
Quality Begins With Me Book	\$ 25.00		\$
ABC's of Quality Begins With Me Pocket Book	\$ 5.00		\$
Customer Satisfaction Management Frontiers-II	\$ 20.00		\$
Customer Satisfaction Management Frontiers-III	\$ 20.00		\$
Customer Satisfaction Management Frontier-IV	\$ 20.00		\$
Customer Satisfaction Management Frontier-V	\$ 20.00		\$
Customer Satisfaction Excellence Pocketbook	\$ 5.00		\$
Motivational Posters with Messages of Excellence	\$ 15.00		\$
One Race: Human Diversity Solutions	\$ 25.00		\$
Greater Cinninnati Area Diversity Solutions Forum Proceedings	\$ 25.00		\$
1st Annual Diversity Solutions Best Practices Conference Proceedings	\$ 25.00		\$
2nd Annual Diversity Solutions Best Practices Conference Proceedings	\$ 25.00		\$
4th Annual Diversity Solutions Best Practices Conference Proceedings	\$ 25.00		\$
5th Annual Diversity Solutions Best Practices Conference Proceedings	\$ 25.00		\$
6th Annual Diversity Solutions Best Practices Conference Proceedings	\$ 25.00		\$
7th Annual Diversity Solutions Best Practices Conference Proceedings	\$ 25.00		\$
Total			\$



1st Annual Leadership Best Practices Conference Proceedings \$25.00

CONFERENCE REGISTRATION AND PAYMENT INFORMATION

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 City: _____ State: _____ Zip Code: _____
 Phone: _____ Fax: _____ E-Mail: _____

REGISTRATION FEE	After August 30, 2008	On or Before August 30, 2008
Pre-Conference Tutorial: Transformational Leadership	\$ 99.00	\$ 99.00
All Day Conference: Commercial Rate	\$499.00	\$399.00
All Day Conference: Government Rate	\$399.00	\$299.00
Total Registration Fee: \$ _____ <i>(One form per registrant please)</i>		

Make Checks Payable to: Leadership Best Practices Conference and mail to: 3970 Chain Bridge Road, Fairfax, VA 22030

Check #: _____ Name on Check: _____
 Payment by Credit Card: Number of Participants This Card Will Pay For: _____ Total to be Charged to Card: _____
 Name on Card: _____
 Billing Address of Card: _____
 Card Type (Please circle one): AmEx Visa Mastercard Card #: _____
 Expiration Date: _____ Signature: _____

Cancellation Policy - If a registrant is unable to attend, he/she may send a substitute, request a certificate of transfer, or cancel the registration. If the registration is cancelled more than 30 days in advance of the event, the registration fee, less a 50% service charge per person, will be refunded. If registration is cancelled within 30 days of the event, there will be no refund. The certificate of transfer may be redeemed at the full registration fee for a future event of equal cost or as a partial fee for an event of higher cost. Should a presenter in this event be unavailable due to conditions beyond our control, another equally qualified presenter will be substituted.