



**Lean Thinking in Government Conference:
Leading Through Change**



| Start | End | | | | |
|-------|-------|---|---|--|--|
| | | Friday June 8, 2018 <i>Pratt and Whitney Stadium @ Rentschler Field – East Hartford, CT</i> | | | |
| 8:00 | 9:00 | Registration and Continental Breakfast | | | |
| 9:00 | 9:30 | Welcome <i>Alison Fisher and Secretary Ben Barnes, OPM</i> | | | |
| 9:30 | 11:00 | General Session: Leading Through Change <i>Cindy Maher, Leading Edge</i> | | | |
| 11:00 | 11:30 | Break | | | |
| 11:30 | 12:30 | Choice of Concurrent Breakout Session | | | |
| | | RI Brick by Brick: How In-House Advanced Training and Facilitation Builds Flexibility into Your Lean Program | Data Storytelling with the CT Data Collaborative | Moving From Random to Strategic Acts of Improvement with VT | Focus Groups: In Depth Qualitative Measurement of Customer Priorities in a New Fiscal Reality |
| | | Enhancing Your Customer Experience with DOL - Unemployment Insurance | Continuity of Operations 101 with DOT | Uniform Electronic Interagency Facility Licensing and Certification Process | Lean-ing the Path to Paperless with DEEP |
| 12:45 | 1:45 | Networking Lunch | | | |
| 2:00 | 3:00 | Choice of Concurrent Breakout Session <i>(same as above)</i> | | | |
| 3:00 | 3:15 | Break | | | |
| 3:15 | 3:30 | Wrap-Up <i>Alison Fisher, OPM</i> | | | |