

The Fantastic Four

MASA Fall Conference • September 29, 2020

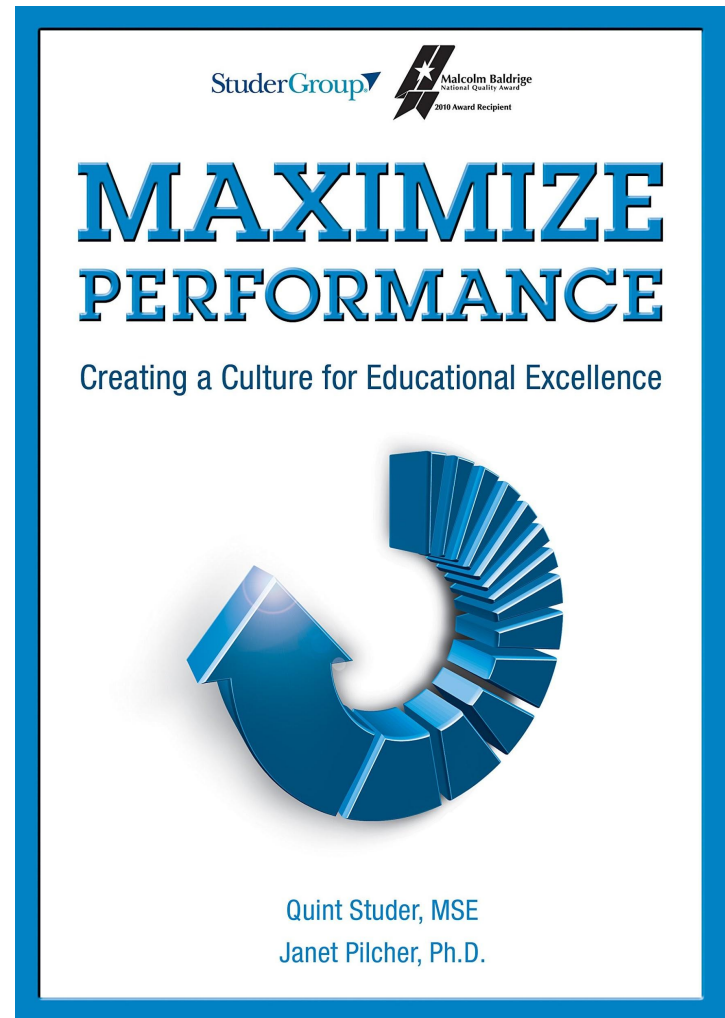
Continuous Improvement

Best for Students • Best for Employees

Responsible to the Community

It is how we perform. Every day.

Book Study



Quint Studer's Nine Principles

Commitment to excellence	Measure the important things	Build a culture of service
Create and develop leaders	Focus on employee engagement	Build individual accountability
Align behaviors with values & goals	Communicate at all levels	Show Gratitude

Evidence-Based Leadership Framework





Leaders Matter

Leader Rounding

Key Words at Key Times

We/They

Public Enemy No. 1

Carry Your Own Messages

What right looks like...

What's Next?

Continuous Improvement

