








# LEADERSHIP DEVELOPMENT SUMMIT

January 13 & 14, 2025 | Phoenix, AZ

## AGENDA

LEADERSHIP | ADMINISTRATION | GOVERNANCE  
 FINANCE/HR | CLINICAL OPERATIONS | STAKEHOLDERS

Monday, January 13 <sup>th</sup>		All Times Listed are Mountain Time	
7:30 AM – 9:00 AM	Networking Breakfast   Akimel O’otham 1 & 2		
9:00 AM – 9:05 AM Akimel O’otham 3	<b>Welcome to Arizona!</b>   <b>Kelsie McClendon</b> Director of Human Resources <i>Donor Network of Arizona</i> <b>AOPO Leadership Development Committee</b>		
9:05 AM – 9:20 AM Akimel O’otham 3	<b>Connect to Purpose!</b>   <b>Janice Van Gorder</b> Donor Sister  We certainly know that lives are renewed through donation, but the decision to share life transforms hearts and the lives of donor families and recipients.		
9:20 AM – 11:30 AM Akimel O’otham 3	<b>Leading and Sustaining an Organizational Culture Grounded in Results and Joy</b> Leadership starts with leading ourselves. The types of energy we model ourselves -- and call for in others -- are Choices. Establish a positive, results-focused organizational culture by becoming more conscious and intentional about these Choices.  Couple action in this domain with the deliberate practice of switching effectively among the distinct roles of Leadership, Management, Administration and Observation. Gain insight on the need for us to “switch” roles, or to get assistance from others, depending on the situations we encounter. Deliberately grow our own capabilities and those of our partners and colleagues, in work and in life.		
	  <b>Dennis Wagner</b> Principal and Managing Director <i>Yes And Leadership, LLC</i>	  <b>Moderator:</b> <b>Sara Levinson</b> Vice President of People, Culture + Development <i>Nevada Donor Network</i> <b>AOPO Leadership Development Committee Chair</b>	
	  <b>Tracy Washington Enger</b> Founder and Chief Leadership Coach/Facilitator <i>Here I Am Leadership, LLC</i>		

**Monday, January 13<sup>th</sup> (cont'd)**

**11:30 AM – 12:00 PM**  
Akimel O’otham 3

**AOPO Pillar:**  
**LEADERSHIP**



**AOPO – Your Association At Work For YOU!**

Learn how AOPO, as your association, is saving and enhancing lives by leading the nation’s organ donation process through innovation, advocacy, and education.

**Dorrie Dils**  
President/CEO  
*Gift of Life Michigan*  
**AOPO President**



**Moderator:**  
**Steve Miller**  
CEO  
*AOPO*

**12:00 PM – 1:30 PM**

**Networking Lunch | Akimel O’otham 1 & 2**

**1:30 PM – 2:15 PM**  
Akimel O’otham 3

**AOPO Pillar:**  
**STAKEHOLDERS**



**How To Manage and Influence Stakeholders**

Trust and rapport are essential for influencing both internal and external stakeholders. Learn strategies used to learn who your stakeholder are, facilitate conversations, maintain buy-in, and develop clear goals.

**Jeff Orlowski**  
President/CEO  
*LifeShare of Oklahoma*



**Heather Osipowicz**  
Director of Hospital Services  
*Nevada Donor Network*




**Sara Pace Jones**  
VP, Development and Referral Services  
*Donor Network of Arizona*  
**AOPO IMPACT Committee**



**Moderator:**  
**Faith Hilterbrand**  
Director of External Partner Relations  
*Lifeline of Ohio*  
**AOPO Leadership Development Committee**







## Monday, January 13<sup>th</sup> (cont'd)

<p><b>2:15 PM – 3:00 PM</b> Akimel O’otham 3</p> <p><b>APO Pillar:</b> FINANCE / HR</p> 	<p><b>OPO Budgeting and Finances</b> Budgeting is a critical aspect of financial planning that provides a roadmap to achieving financial goals. Budgets serve as the translating tool to help guide financial decision-making and managing costs by which to measure progress towards the OPOs objectives.</p>	
	<p><b>Todd Hubler</b> Vice President, Executive Director, OPO <i>LifeNet Health</i> <b>APO Leadership Development Committee</b></p>	 <p><b>Moderator:</b> <b>Leonard Licina</b> President/CEO <i>Legacy of Life Hawai’i</i> <b>APO Leadership Development Committee</b></p>
<p><b>3:00 PM – 3:30 PM</b> <b>Networking Break   Akimel O’otham 1 &amp; 2</b></p>		
<p><b>3:30 PM – 4:15 PM</b> Akimel O’otham 3</p> <p><b>APO Pillar:</b> CLINICAL OPERATIONS</p>  	<p><b>Organ Donation Process – Knocking Down Silos</b> Breaking down silos within your OPO is essential to achieve top tier performance. This session is aimed at finding ways to breakdown both organizational and informational silos within your OPO. Key areas of focus for this session include silos that occur in response to regional based staffing, remote work, and specialization of job roles.</p>	
	<p><b>Andrew Shunk</b> Senior Clinical Director <i>Tennessee Donor Services</i> <b>APO Leadership Development Committee</b></p>	 <p><b>Elizabeth Shipman</b> Vice President, Organ Operations <i>Nevada Donor Network</i></p>
	<p><b>Bailey Heiting</b> Manager of Organ Donation <i>Versiti</i> <b>APO IMPACT Committee</b></p>	 <p><b>Moderator:</b> <b>Caitlin Stephen</b> Manager, Hospital &amp; Partner Relations <i>Gift of Hope Organ &amp; Tissue Donor Network</i> <b>APO Leadership Development Committee</b></p>
<p><b>4:15 PM – 5:00 PM</b> Akimel O’otham 3</p> <p><b>APO Pillar:</b> GOVERNANCE</p>  	<p><b>Fundamentals of Good Governance</b> Effective board governance involves more than just its structure. Learn more about the role of the board and strategies on how senior management can create a climate of trust and candor with board members.</p>	
	<p><b>Jeff Wisniewski</b> VP, Compliance &amp; General Counsel <i>Gift of Life Michigan</i> <b>APO Leadership Development Committee Vice-Chair</b></p>	 <p><b>Moderator:</b> <b>Steve Miller</b> CEO <i>APO</i></p>
	<p><b>Jan Finn</b> President/CEO <i>Midwest Transplant Network</i> <b>APO Leadership Development Committee</b></p>	
<p><b>Enjoy! Evening on your own.</b></p>		

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Tuesday, January 14 <sup>th</sup>		All Times Listed are Mountain Time	
7:30 AM – 9:00 AM	Networking Breakfast with Exhibitors   Akimel O’otham 1 & 2		
9:00 AM – 9:15 AM Akimel O’otham 3	<p><b>Welcome Back to Day 2!</b></p> <p><b>Jeff Wisniewski</b> VP, Compliance &amp; General Counsel <i>Gift of Life Michigan</i> AOPO Leadership Development Committee Vice-Chair</p>		
9:15 AM – 11:15 PM Akimel O’otham 3	<p><b>Leading Change in Ourselves and Others</b></p> <p>People are not resistant to change – we change all the time. We change our cars, our clothes, our homes, the foods we eat, our careers and more. People are, however, often resistant to being changed by others. Explore how we overcome resistance from ourselves and others to acting on our own good ideas! Learn to master the powerful leadership speech acts that can be used with system and method to help ourselves and our colleagues to invent and act on our own changes.</p>		
AOPO Pillar: LEADERSHIP	 <p><b>Dennis Wagner</b> Principal and Managing Director <i>Yes And Leadership, LLC</i></p>	 <p><b>Tracy Washington Enger</b> Founder and Chief Leadership Coach/Facilitator <i>Here I Am Leadership, LLC</i></p>	
11:15 AM – 12:00 PM Akimel O’otham 3	<p><b>Medicare Cost Reports Overview and Current Financial Issues</b></p> <p>The OPO cost report is filed annually with CMS and presents the organization’s operational expenses, compliance with regulations, and documentation to support the costs claimed for reimbursement. Learn about the cost report and current financial issues and regulations that are impacting operating costs in the industry.</p>		
AOPO Pillar: FINANCE	 <p><b>Terry Shambles</b> Treasurer and Chief Financial Officer <i>Midwest Transplant Network</i> AOPO Secretary/Treasurer AOPO Foundation Secretary/Treasurer</p>	 <p><b>Moderator: Tasha Flowers</b> ARORA Chief Finance Operating Officer AOPO Finance Committee</p>	
12:00 PM – 1:30 PM	Networking Lunch with Exhibitors   Akimel O’otham 1 & 2		

**Tuesday, January 14<sup>th</sup> (cont'd)**

101 Level First Time Attendees		201 Level Returning Attendees	
<p><b>1:30 PM – 2:15 PM</b> Akimel O’otham 3</p> <p><b>AOPO Pillar:</b> <b>ADMINISTRATION</b></p>	<p><b>Leading with an Inclusive Mindset 101 – Practical, Attainable, Practices for Inclusive Leadership</b></p> <p>This session introduces the core concepts, characteristics, and principles of leading with an inclusive mindset. Participants will explore practical strategies to foster an inclusive culture and learn how to implement Diversity, Equity, Inclusion, and Belonging (DEI&amp;B) culture change through inclusive leadership practices, even with limited resources.</p>	<p><b>1:30 PM – 2:15 PM</b> Bird/Roadrunner</p> <p><b>AOPO Pillar:</b> <b>ADMINISTRATION</b></p>	<p><b>Performance in Focus: Expecting Excellence from Every Employee</b></p> <p>We'll cover key strategies for setting clear expectations and managing performance. Learn how to align individual goals with organizational objectives, foster open communication, and provide effective feedback. Discover practical techniques to build a culture of accountability, empowering your team to succeed and driving overall organizational success!</p>
	<p><b>Andi Johnson</b> VP of Marketing and Community Engagement <i>Network for Hope</i></p>		<p><b>Sara Levinson</b> Vice President of People, Culture + Development <i>Nevada Donor Network</i> <b>AOPO Leadership Development Committee Chair</b></p>
	<p><b>Moderator:</b> <b>Nez Savala</b> Director, Community Engagement &amp; Public Relations <i>Midwest Transplant Network</i></p>		<p><b>Moderator:</b> <b>Faith Hilterbrand</b> Director of External Partner Relations <i>Lifeline of Ohio</i> <b>AOPO Leadership Development Committee</b></p>
<p><b>2:15 PM – 3:00PM</b> Akimel O’otham 3</p> <p><b>AOPO Pillar:</b> <b>STAKEHOLDERS</b></p>	<p><b>Crisis Communication 101</b></p> <p>Leading an OPO is part of an interconnected, always-on world with an expanding number of stakeholders and audiences. The pendulum of brand perception can swing from positive to negative in the blink of an eye. Learn what you need to do to develop a holistic crisis management strategy.</p>	<p><b>2:15 PM – 3:00PM</b> Bird/Roadrunner</p> <p><b>AOPO Pillar:</b> <b>STAKEHOLDERS</b></p>	<p><b>Crisis Communication 201</b></p> <p>This advanced session focuses on effective crisis communication strategies and their real-world applications. Participants will learn to create crisis communication plans, navigate media relations, and manage stakeholder expectations through case studies highlighting best practices and lessons learned.</p>
	<p><b>John Rose</b> Associate Vice President <i>FINN Partners</i></p>		<p><b>Amy Seigenthaler Pierce</b> Managing Partner <i>FINN Partners</i></p>
	<p><b>Moderator:</b> <b>Kevin Stump</b> President/CEO <i>Mississippi Organ Recovery Agency</i> <b>AOPO Member Representative Group 1</b></p>		<p><b>Moderator:</b> <b>Patrick Wells-O'Brien</b> VP, Communications &amp; External Relations <i>Gift of Life Michigan</i></p>
<p><b>3:00 PM – 3:25 PM</b></p>	<p><b>Networking Break with Exhibitors   Akimel O’otham 1 &amp; 2</b></p>		

**Tuesday, January 14<sup>th</sup> (cont'd)**

101 Level First Time Attendees		201 Level Returning Attendees	
<p><b>3:25 PM – 4:05 PM</b> Akimel O’otham 3</p> <p><b>AOPO Pillar:</b> <b>HUMAN RESOURCES</b></p>  	<p><b>Labor &amp; Employment Law: The Essentials 101</b></p> <p>This introductory session offers a foundational understanding of labor and employment law, ideal for newcomers or those seeking a refresher. Participants will explore essential topics, including employee rights, employer responsibilities, key legislation, and recent developments. Gain insights into navigating common legal issues and fostering a compliant workplace.</p> <p><b>Kelsie McClendon</b> Director of Human Resources <i>Donor Network of Arizona</i> <b>AOPO Leadership Development Committee</b></p> <p><b>Moderator:</b> <b>Amy Lehn</b> Director of Human Resources <i>Iowa Donor Network</i></p>	<p><b>3:25 PM – 4:05 PM</b> Bird/Roadrunner</p> <p><b>AOPO Pillar:</b> <b>HUMAN RESOURCES</b></p>  	<p><b>Workforce Planning, Capacity Drivers in Clinical Staffing 201</b></p> <p>This advanced session explores workforce planning in clinical settings, focusing on capacity drivers that affect service delivery and patient care. Participants will learn strategies to align workforce resources with patient demand, analyze key metrics, and optimize staffing levels. The session will also cover forecasting techniques and the impact of technology on workforce efficiency.</p> <p><b>Laura Jeffries</b> Chief Administrative Officer <i>Donor Alliance</i></p> <p><b>Moderator:</b> <b>Sara Levinson</b> Vice President of People, Culture + Development <i>Nevada Donor Network</i> <b>AOPO Leadership Development Committee Chair</b></p>
<p><b>4:05 PM – 4:55 PM</b> Akimel O’otham 3</p>	<p><b>Round Table Discussion: Leadership Development Summit Takeaways</b></p> <p>In this roundtable, attendees will share and discuss key takeaways from the Leadership Development Summit. The session focuses on applying these ideas to real-world leadership challenges, encouraging collaborative learning and peer support.</p>		
<p><b>4:55 PM – 5:00 PM</b> Akimel O’otham 3</p> 	<p><b>Key Insights to Propel Your Leadership Journey</b></p> <p>Join us for a brief wrap-up of the Leadership Development Summit, where we will highlight the key insights and themes from the event. In just a few minutes, participants will reflect on their most impactful takeaways and discuss how to implement these lessons in their leadership journeys.</p> <p><b>Sara Levinson</b> Vice President of People, Culture + Development <i>Nevada Donor Network</i> <b>AOPO Leadership Development Committee Chair</b></p>		
<p><b>5:00 PM</b></p>	<p><b>Adjourn</b></p>		
<p><b>5:30 PM – 7:00 PM</b></p>	<p><b>Networking Reception Hosted by Donor Network of Arizona</b></p> <p>Join us for an exclusive open house networking reception at Donor Network of Arizona on January 14th from 5:30 – 7:00 p.m. This event offers a unique opportunity to visit another OPO, connect with industry professionals, share insights, and build valuable relationships. Enjoy complimentary transportation provided by Trinity to and from the venue, along with a relaxed reception featuring delicious appetizers and an open bar with refreshing drinks. Seize this chance to connect, gain insights, and expand your network with us!</p>		  <p>A Donate Life Organization</p>
			