




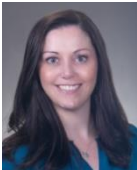



LEADERSHIP DEVELOPMENT SUMMIT

January 13 & 14, 2025 | Phoenix, AZ

AGENDA

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

Monday, January 13 th		All Times Listed are Mountain Time	
7:30 AM – 9:00 AM		Networking Breakfast with Exhibitors Akimel O’otham Three	
9:00 AM – 9:05 AM Akimel O’otham 1 & 2 		Welcome to Arizona! Kelsie McClendon Director of Human Resources <i>Donor Network of Arizona</i> AOPO Leadership Development Committee	
9:05 AM – 9:20 AM Akimel O’otham 1 & 2 		Connect to Purpose!	
9:20 AM – 11:30 AM Akimel O’otham 1 & 2 AOPO Pillar: LEADERSHIP		Leading and Sustaining an Organizational Culture Grounded in Results and Joy 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.	
		Dennis Wagner Principal and Managing Director <i>Yes And Leadership, LLC</i>	
		Moderator: Sara Levinson Vice President of People, Culture + Development <i>Nevada Donor Network</i> AOPO Leadership Development Committee Chair	
		Tracy Washington Enger Founder and Chief Leadership Coach/Facilitator <i>Here I Am Leadership, LLC</i>	

Monday, January 13th (cont'd)

11:30 AM – 12:00 PM
Akimel O’otham 1 & 2

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.

AOPO Pillar:
LEADERSHIP



Dorrie Dils
President/CEO
Gift of Life Michigan
AOPO President



Moderator:
Steve Miller
CEO
AOPO

12:00 PM – 1:30 PM

Networking Lunch with Exhibitors | Akimel O’otham Three

1:30 PM – 2:15 PM
Akimel O’otham 1 & 2

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.

AOPO Pillar:
STAKEHOLDERS



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 13th (cont'd)

<p>2:15 PM – 3:00 PM Akimel O’otham 1 & 2</p> <p>AOPO Pillar: FINANCE / HR</p> 	<p>OPO Budgeting and Finances 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>Todd Hubler Vice President, Executive Director, OPO <i>LifeNet Health</i> AOPO Leadership Development Committee</p>	 <p>Moderator: Leonard Licina President/CEO <i>Legacy of Life Hawai’i</i> AOPO Leadership Development Committee</p>
<p>3:00 PM – 3:30 PM Networking Break with Exhibitors Akimel O’otham Three</p>		
<p>3:30 PM – 4:15 PM Akimel O’otham 1 & 2</p> <p>AOPO Pillar: CLINICAL OPERATIONS</p>  	<p>Organ Donation Process – Knocking Down Silos 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>Andrew Shunk Senior Director, Organ Operations <i>Legacy of Hope</i> AOPO Leadership Development Committee</p>	 <p>Elizabeth Shipman Vice President, Organ Operations <i>Nevada Donor Network</i></p>
	<p>Bailey Heiting Manager of Organ Donation <i>Versiti</i> AOPO IMPACT Committee</p>	 <p>Moderator: Caitlin Stephen Manager, Hospital & Partner Relations <i>Gift of Hope Organ & Tissue Donor Network</i> AOPO Leadership Development Committee</p>
<p>4:15 PM – 5:00 PM Akimel O’otham 1 & 2</p> <p>AOPO Pillar: GOVERNANCE</p>  	<p>Fundamentals of Good Governance 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>Jeff Wisniewski VP, Compliance & General Counsel <i>Gift of Life Michigan</i> AOPO Leadership Development Committee Vice-Chair</p>	 <p>Moderator: Steve Miller CEO <i>AOPO</i></p>
	<p>Jan Finn President/CEO <i>Midwest Transplant Network</i> AOPO Leadership Development Committee</p>	
<p>Enjoy! Evening on your own.</p>		



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Tuesday, January 14 th		All Times Listed are Mountain Time	
7:30 AM – 9:00 AM	Networking Breakfast with Exhibitors Akimel O’otham Three		
9:00 AM – 9:15 AM Akimel O’otham 1&2	<p>Welcome Back to Day 2!</p> <p>Jeff Wisniewski VP, Compliance & General Counsel <i>Gift of Life Michigan</i> AOPO Leadership Development Committee Vice-Chair</p>		
9:15 AM – 11:15 PM Akimel O’otham 1&2	<p>Leading Change in Ourselves and Others</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>Dennis Wagner Principal and Managing Director <i>Yes And Leadership, LLC</i></p>	 <p>Tracy Washington Enger Founder and Chief Leadership Coach/Facilitator <i>Here I Am Leadership, LLC</i></p>	
11:15 AM – 12:00 PM Akimel O’otham 1&2	<p>Medicare Cost Reports Overview and Current Financial Issues</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>Terry Shambles Treasurer and Chief Financial Officer <i>Midwest Transplant Network</i> AOPO Secretary/Treasurer AOPO Foundation Secretary/Treasurer Elect</p>	 <p>Moderator: Tasha Flowers ARORA <i>Chief Finance & Operations Officer</i> AOPO Foundation Secretary/Treasurer</p>	
12:00 PM – 1:30 PM	Networking Lunch with Exhibitors Akimel O’otham Three		

Tuesday, January 14th (cont'd)

101 Level First Time Attendees		201 Level Returning Attendees	
<p>1:30 PM – 2:15 PM Akimel O’otham 1&2</p> <p>AOPO Pillar: ADMINISTRATION</p>	<p>Leading with an inclusive mindset 101 – Practical, Attainable, Practices for Inclusive Leadership</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&B) culture change through inclusive leadership practices, even with limited resources.</p>	<p>1:30 PM – 2:15 PM Bird/Roadrunner</p> <p>AOPO Pillar: ADMINISTRATION</p>	<p>Performance in Focus: Expecting Excellence from Every Employee</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>Andre Daley Diversity, Inclusion & Belonging Program Manager <i>Gift of Life Michigan</i></p>		<p>Sara Levinson Vice President of People, Culture + Development <i>Nevada Donor Network</i> AOPO Leadership Development Committee Chair</p>
	<p>Moderator:</p>		<p>Moderator:</p>
<p>2:15 PM – 3:00PM Akimel O’otham 1&2</p> <p>AOPO Pillar: STAKEHOLDERS</p>	<p>Crisis Communication 101</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>2:15 PM – 3:00PM Bird/Roadrunner</p> <p>AOPO Pillar: STAKEHOLDERS</p>	<p>Crisis Communication 201</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>Kelsey Hutchinson Senior Account Executive <i>FINN Partners</i></p>		<p>Amy Seigenthaler Pierce Managing Partner <i>FINN Partners</i></p>
	<p>Moderator: Kevin Stump President/CEO <i>Mississippi Organ Recovery Agency</i> AOPO Member Representative Group 1</p>		<p>Moderator: Patrick Wells-O'Brien VP, Communications & External Relations <i>Gift of Life Michigan</i></p>
<p>3:00 PM – 3:25 PM</p>	<p>Networking Break with Exhibitors Akimel O’otham Three</p>		

Tuesday, January 14th (cont'd)

101 Level First Time Attendees		201 Level Returning Attendees	
<p>3:25 PM – 4:05 PM Akimel O’otham 1&2</p> <p>AOPO Pillar: HUMAN RESOURCES</p>  	<p>Labor & Employment Law: The Essentials 101</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>Kelsie McClendon Director of Human Resources <i>Donor Network of Arizona</i> AOPO Leadership Development Committee</p> <p>Moderator:</p>	<p>3:25 PM – 4:05 PM Bird/Roadrunner</p> <p>AOPO Pillar: HUMAN RESOURCES</p>  	<p>Workforce Planning, Capacity Drivers in clinical staffing 201</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>Laura Jeffries Chief Administrative Officer <i>Donor Alliance</i></p> <p>Moderator:</p>
<p>4:05 PM – 4:55 PM Akimel O’otham 1&2</p>	<p>Round Table Discussion: Leadership Development Summit Takeaways</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>4:55 PM – 5:00 PM Akimel O’otham 1&2</p> 	<p>Key insights to Propel Your Leadership Journey</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>Sara Levinson Vice President of People, Culture + Development <i>Nevada Donor Network</i> AOPO Leadership Development Committee Chair</p>		
<p>5:00 PM</p>	<p>Adjourn</p>		
<p>5:30 PM – 7:00 PM</p>	<p>AOPO Networking Reception Donor Network of Arizona</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 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>		