

# SYNERGY MASTERCLASS

Management and leadership



October 2018



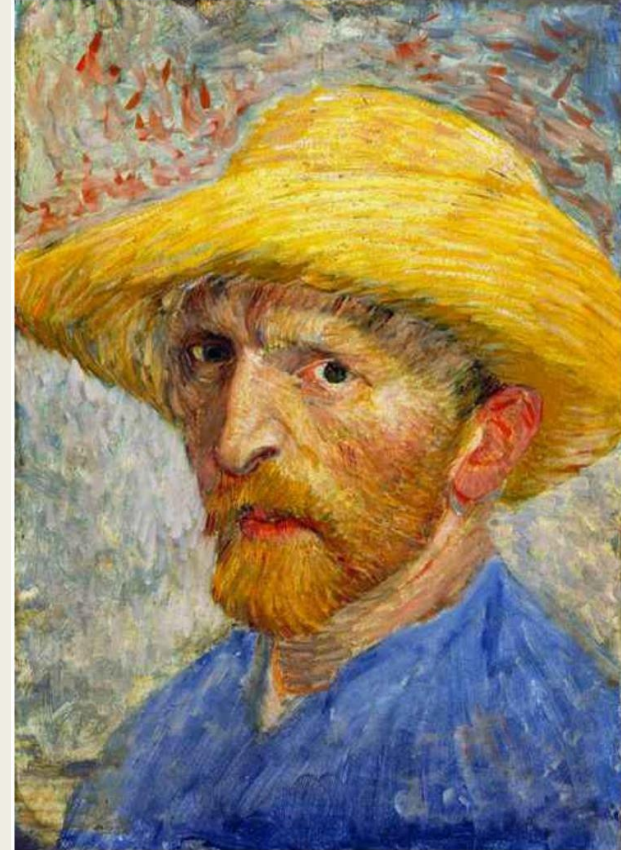
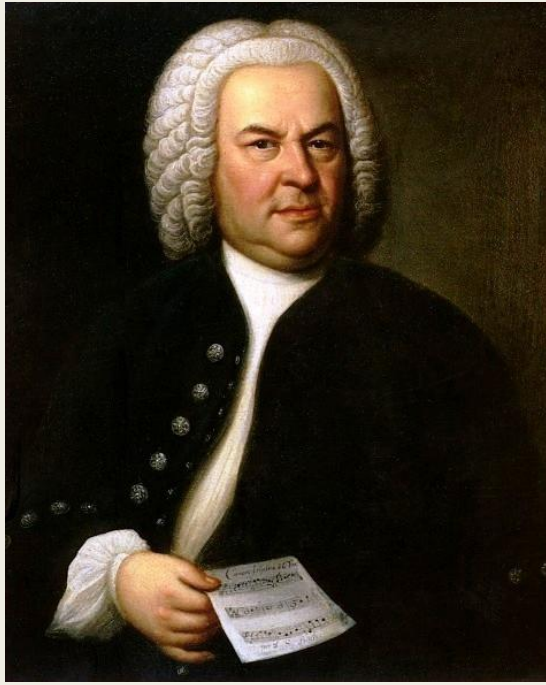
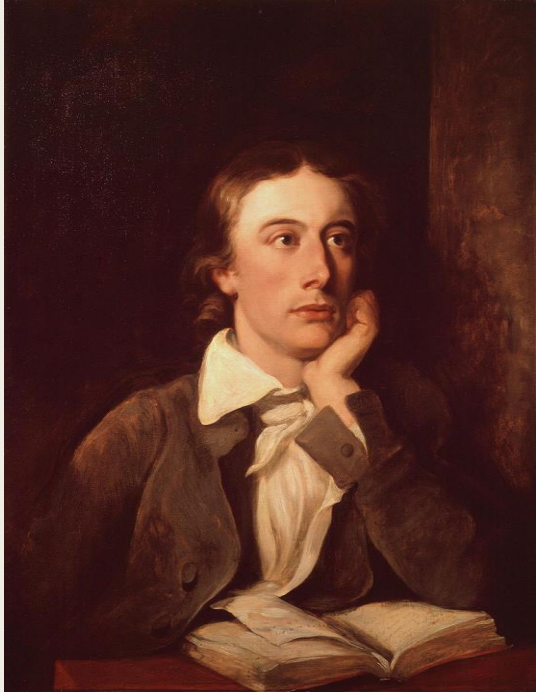
No Conflict of Interest

# The faculty and Staff



# What does good look like?







# Perspective !



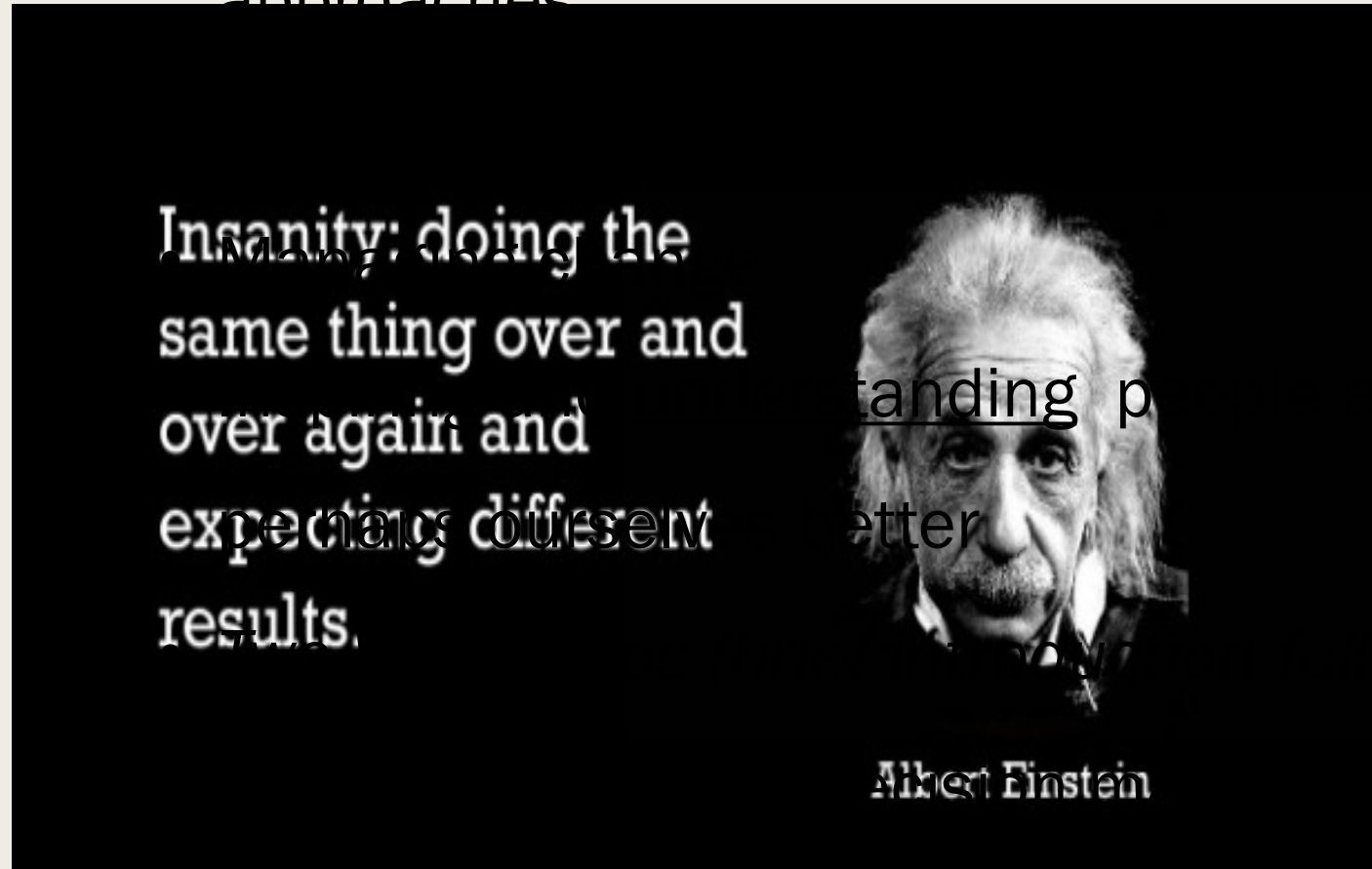
# How do you know if you're doing ok?

How do your staff know that they're doing ok?



Clearly *not* by doing what we have always done!

- Innovative Management strategies and approaches



- Assessing performance and quality



Success is not final, failure is not fatal. It is  
the courage to continue that counts

Winston Churchill