

# SNOE Region Trustee Workshop

## REGISTRATION

Name: \_\_\_\_\_

Trustee or Director: \_\_\_\_\_

Occupation/Job title: \_\_\_\_\_

Library Name & Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Registration Due:

**August 3, 2016**

### Mail Registration to:

Attn: Kelli Knapp  
Warren Library Association  
205 Market Street  
Warren, PA 16365

OR

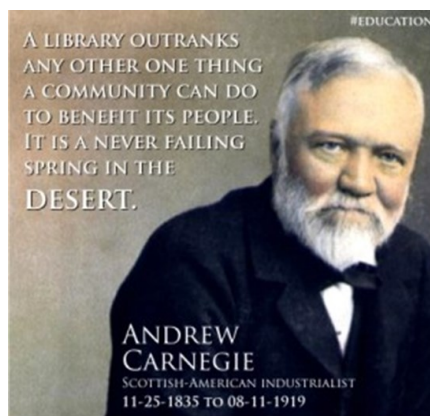
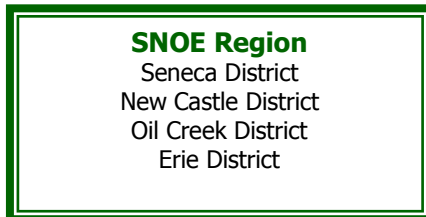
Email Kelli at:

[kknapp@warrenlibrary.org](mailto:kknapp@warrenlibrary.org)

*Continental breakfast & lunch will be provided at  
no charge.*

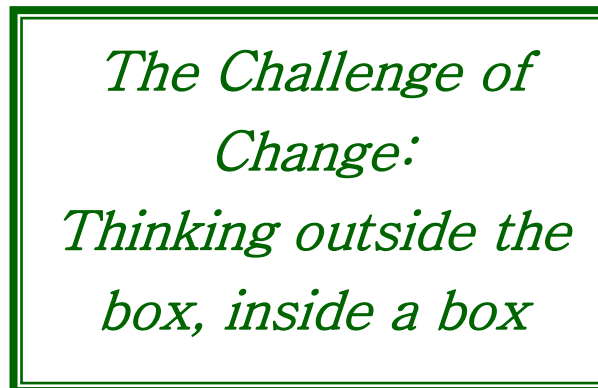
(A \$30 fee applies to anyone outside the  
SNOE Region, payable to Warren Library  
Association at the address above.)

***This workshop is open & free  
to all public library  
trustees & directors***



*"This project is made possible by a grant from the  
Institute of Museum and Library Services as  
administered by the Pennsylvania Department of  
Education through the Office of Commonwealth  
Libraries, and the Commonwealth of Pennsylvania,  
Tom Wolf, Governor."*

# SNOE Region Trustee Workshop



**August 13, 2016**  
**Cross Creek Resort**  
**3815 State Route 8**  
**Titusville, PA**  
**9:30 AM—3:00 PM**



## Dr. Christopher Miller

Christopher W. Miller is Founder of Innovation Focus, an innovation and new product discovery firm. He is a past President of the Product Development and Management Association, on the Board of Trustees of the Pennsylvania College of Art and Design, and an Ernst & Young Entrepreneur of the Year Award winner. Chris's primary focus is to inspire deep customer understanding and meaningful innovation. He has started six firms of his own. Chris's User Centered Design and Focused Innovation and Hunting for Hunting Grounds approaches are documented in scores of significant articles, chapters, manuals, and workbooks.

Dr. Miller developed the Focused Innovation Technique™ based on highly successful personal problem-solving styles of technical professionals. The FIT has been credited with a diverse set of service and business solutions within organizations such as American Pharmaceutical Association, Fiskar's, Kraft, SC Johnson, AARP, Chase Banking Services, Honda, as well as DuPont, Merck, Johnson & Johnson, Kimberly Clark, Bristol-Myers, AstraZeneca and many others. His approach is to coach and to show teams that they can create their own fact-based successful processes.

**Innovation Focus Inc.**  
**111 East Chestnut Street,**  
**Lancaster, PA.**  
717.394.2500

Chris founded the business in Boston in 1987. Since 1992 It has operated in Lancaster, PA. During the past 29 years Chris and his team have supported over 3000 innovation projects.

[www.innovationfocus.com](http://www.innovationfocus.com)



Innovation is an essential survival skill for all industries and is best practiced broadly within an organization and not constrained to product innovation.

Innovation is an innate human skill, we are good at it, some are better than others.

We only fail at innovation when we choose to ignore our better nature (and the data).

You are better off and your organizations are better off if you and your team understand the creative process and have access to tools that promote creativity, flexibility and agility. He who has the most tools wins.

## The Challenge of Change: Thinking outside the box, inside a box



Time	Topic
9:30	Registration and Continental Breakfast
10:00	The challenge of innovation
10:30	Reinventing yourself; Killing sacred cows, starting with your own
11:00	Leading for innovation – customer centered strategy
11:30	Culture: nurturing innovation for your customer and your team. The role of the well meaning skeptic
12:00	Working lunch
1:00	A process for change; discovery, development and launching the new idea
1:30	Get started - process to project: What about the small outfit?
2:00	Key concepts
2:30-3:00	Evaluations and Dismissal