

The Temecula Valley Section invites all ASQ Members to their virtual meeting. Temecula's Philip Hansen will be presenting a recording of Heather McGowan, who was one of the keynote speakers at the 2022 World Conference on Quality & Improvement (WCQI).

March 22, 2023

6:00 pm PDT - Networking

6:30 pm - Presentation

0.5 RUs will be awarded for participation in this meeting.

"The Future Company: Culture and Capacity"

Presenter (via webinar/recording): **Heather McGowan**



This (recorded) presentation will explore how leaders contribute to creating a quality-centered culture, and delve into how leadership roles are key in integrating employee engagement and new technologies. These current times of unprecedented challenge require leaders to reimagine best practices in leadership and engagement, diversity/equity/inclusion, and change management.

This presentation will shed light on how an organization can build a system of quality processes that exceed customer expectations, cultivate a leader's mentality, ensure a culture of inclusion and equity, and embrace innovation.

"The pandemic accelerated our transition to our digital future, compressing time and creating a greater imperative around learning and adapting to improve one's individual and mutual capacity to respond to opportunities," says Heather McGowan, strategic consultant, Amazon best-selling author, and one of the keynote speakers at the event. "The cumulative experience of more than two years of uncertainty, coupled with generational change in both leadership and share of the workforce, has collectively led to the great resignation, reset, and reshuffle of the workforce. These converging trends are creating an unprecedented opportunity to reconceive work for better quality and engagement."

About the speaker: Future-of-work strategist Heather E. McGowan helps leaders prepare their people and organizations for the Post Pandemic world of work. The last 2 years have forever changed where we work, who works, how we work and measure work, what we do for work and, most importantly, why we work. In this world, humans must continuously learn and adapt, and

with this transition comes information overload. Heather gives lucidity to this topic through her illuminating graphic frameworks and powerful metaphors, all backed by deep research. In 2017, LinkedIn ranked her as its number one global voice for education.

Heather has provided keynote addresses for audiences from start-ups to government organizations to universities to publicly traded Fortune 500 companies, including AMP Financial, Financial Times, Siemens, Microsoft, Biogen, Google, Facebook, Kaiser Permanente, JPMorgan Chase, Lockheed Martin, The US Army, Accor Hotels, AARP, Zendesk, Tableau, Fidelity, and The World Bank. Heather addresses audiences in person from small summits for C suite executives to large events in the tens of thousands. Her virtual talks have reached hundreds of thousands. Often quoted in the media, notably in the New York Times,

*In 2019 Heather was appointed as a faculty member of the Swinburne University Centre For the New Workforce in Melbourne, Australia. McGowan is the co-editor and author of the book *Disrupt Together: How Teams Consistently Innovate* and a Forbes contributor. Heather's latest book on the future of work, published in 2020: *The Adaptation Advantage: Let Go, Learn Fast, and Thrive in the Future of Work*, reached number three in business management books on Amazon.*

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Any questions? Contact [Philip](#).