

**KNOWLEDGE  
EMPOWERS**

*You*

**KEYS FOR  
SUCCESS**



**2025**  **RELIANT LEADERSHIP SUMMIT**

## Program & Agenda

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# The Principles That Guide Us

Our Vision

**Care matters.**

Our Mission

Reliant Rehabilitation is dedicated to supporting our team members so they can deliver quality therapy services and positive outcomes for our patients and partners.

Our "North Star"



Our Values

**C**

Collaboration

**A**

Accountability

**R**

Respect

**E**

Excellence

Dear Regional Directors,

It is with great pleasure that I welcome each of you to the 2025 Leadership Summit. Over the next two days, I look forward to engaging discussions, insightful collaborations, and the invaluable opportunity to strengthen our collective vision.

This Summit serves as a platform to align our strategies and reinforce our theme: **Knowledge Empowers You—Keys for Success**. As leaders, your role in driving excellence and accountability—**See It, Own It, Solve It, Do It**—is crucial to our continued success. Together, we will explore innovative approaches that elevate our impact on our **team members, patients, clients, and stakeholders**.

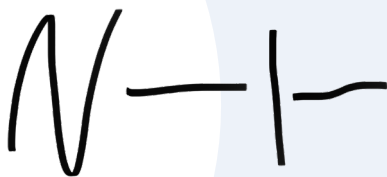
This past year has been one of remarkable achievements. **We exceeded our goals** in key areas, including **reducing turnover in people, surpassing our AEBITDA targets, and expanding our footprint with new facilities across the nation**. These milestones are a testament to your commitment and leadership, and they set the foundation for an even stronger future.

We also recognize that our success is only possible because of the dedication and hard work of our teams. **Care matters—and so do you**. In response, we were proud to introduce our new Total Rewards Program, designed to better support, recognize, and reward our team members. This program reflects our commitment to taking care of those who make our organization thrive, ensuring they feel valued and empowered as we continue to grow together.

As part of our training this year, we will delve into the **power of storytelling** and its role in leadership. Participants will explore how storytelling strengthens connections, shapes behavior, and influences outcomes within organizations, creating a lasting impact. By examining the dynamic between leadership and followership, participants will gain strategies for clearer communication and greater team engagement.

Thank you for your dedication to Reliant. I look forward to personally connecting with each of you over the next two days.

Sincerely,

A handwritten signature in black ink, appearing to read 'Norman Abdallah'. The signature is stylized, with a large 'N' and 'A'.

Norman Abdallah

# Leadership Summit Agenda

## Day 1: Wednesday, February 26

HALL Park Hotel - Gallery Ballroom

### Morning Agenda

7:30 - 8:30

#### Breakfast

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8:30 - 9:00

#### Care Matters

Norman Abdallah, Chief Executive Officer

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9:00 - 9:30

#### Turning the Key to the Future

Peggy Gourgues, Chief Operating Officer

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9:30-10:00am

#### Opening the Doors to Human Capital

Jodi Taylor, Chief People Officer  
Charity Leisering, Talent Acquisition Manager

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10:00 - 10:15

#### Break

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10:15 - Noon

#### Care Momentum Empowers Long Term Care Success

Amy Phipps, Chief Clinical & Compliance  
Officer  
Emily Rampmaier, VP Clinical Services

### Afternoon Agenda

Noon - 1:00

#### Lunch Sponsored by Indeed

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1:00 - 2:00

#### Teambuilding

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2:00 - 3:00

#### Keys to Effective Communications & Messaging

Austin Lanham, Chief Legal & Administrative  
Officer  
McDermott Will & Emery - Matt Knowles,  
Ben Curtis

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3:00 - 3:15

#### Break

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3:15 - 4:00

#### Unlocking Doors Through Innovation

Juan Salas, Chief Information Officer

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6:00 - 10:30

#### Care Matters Awards Dinner

## CARE MATTERS AWARDS DINNER

HALL PARK HOTEL - THE CANVAS & GALLERY BALLROOM

6-7 P.M. - COCKTAIL RECEPTION

~  
7 P.M. - DINNER

~  
7:15-8:30 P.M. - AWARDS CEREMONY

~  
8:30-10:30 P.M. - ENTERTAINMENT

# Day 2: Thursday, February 27

## HALL Park Hotel – Gallery Ballroom

### Morning Agenda

7:30 – 8:30  
**Breakfast**

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8:30 – 9:00  
**Leadership Summit Group Picture**

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9:00 – Noon  
**Unlocking Your Potential**  
The Encompass Group – Robert Rich

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### Afternoon Agenda

Noon – 1:00  
**Lunch** Sponsored by JD Palatine

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12:30 – 1:00  
**Keys to Growth: Expanding Business Lines & Unlocking Opportunities**  
Stephanie Parks, Chief Development Officer

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1:00 – 1:30  
**The Right Combination: Leveraging the Reliant Brand to Elevate Customers' Success**  
Shelley Horst, Senior VP Strategic Partnerships

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1:30 – 2:30  
**What's in the Vault?: Financial Update, Business Intelligence & New Travel System**  
Monte Green, Chief Financial Officer  
Carolyn Edwards, Chief Accounting Officer  
Chris Cutler, Senior VP Financial Planning  
Matt Halpin, Sr Director Financial Planning

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2:30 – 3:00  
**Break**

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3:00 – 4:00  
**The Key to Successful Customer Retention**  
Tiffany Victoriano, Senior VP Operations

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4:00 – 4:15  
**Empowered by Care Matters**  
Norman Abdallah, CEO & Peggy Gourgues, COO



Forward  
focused

KRCL is proud to support  
Reliant's 2025 Leadership Summit  
and its mission to help  
patients get more out of life.

**KANE RUSSELL** ▾  
**COLEMAN LOGAN**

*One Mission. Your Mission.*

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# Executive Committee



**Norman Abdallah**  
Chief Executive Officer



**Peggy Gourgues**  
Chief Operating Officer



**Stephanie Parks**  
Chief Development Officer



**Amy Phipps**  
Chief Clinical & Compliance Officer



**Monte Green**  
Chief Financial Officer



**Jodi Taylor**  
Chief People Officer



**Austin Lanham**  
Chief Legal & Administrative Officer



**Juan F. Salas**  
Chief Information Officer

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