

# Leadership Essentials for the Healthcare Manager

This three-part program introduces a learning environment where managers come together to gain greater understanding of and appreciation for their role in leading staff to achieve and sustain key goals and objectives of the practice.

**Who should attend:** Practice Managers, Office Managers, Team Leads

## **Program Objectives:**

- ◆ *Explore the significance of performance management concepts such as hiring, setting expectations, delivering feedback and resolving conflict.*
- ◆ *Identify external tools and resources that will help manage performance in your practice.*
- ◆ *Inspire each staff member to provide exceptional service to patients, family members and each other.*

### **Session 1 – Establishing a Foundation of Success Friday, January 15, 2010, 9:00 am—10:30 am**

This class is the foundation for which you will receive leadership principles and theories to apply back on the job.

- \* Learn how to get a better picture of candidate fit by using a behavioral-based interview approach.
- \* Create a culture of accountability by learning how to share ownership for circumstances and results.
- \* Recognize the value, and overcome the challenges of communicating with different personality types by using the Myers Briggs Personality Type Indicator.

### **Session 2 – Setting the Stage with Staff and Others Wednesday, February 10, 2010, 9:00 am—10:30 am**

This class is the foundation for which you will learn and apply specific tools used to engage and align staff in service of performance expectations.

- \* Understand the importance of setting expectations in order to obtain targeted outcomes and desired behaviors.
- \* Learn how to approach feedback in a way that minimizes defensiveness.
- \* Identify the “right” actions and behaviors that lead to positive results by establishing a recognition strategy.

### **Session 3 – Overcoming Barriers to Team Effectiveness Friday, March 12, 2010, 9:00 am—10:30 am**

This class is focused on redirecting off-track performance by providing tips and tools to engage in difficult situations.

- \* To become more aware of clues of disruptive or “unsafe” behavior in others and engage in difficult conversations.
- \* Recognize the importance of timeliness, specific documentation, and objectivity when dealing with corrective action situations.
- \* Distinguish between informational and personal conflict and respond appropriately based on potential consequences

### **Instructor: Joyce Butler, Lifespan Learning Institute, Organizational Consultant**

Joyce Butler is responsible for developing and delivering many of LLI’s leadership and foundation skills programs. Joyce earned her MS degree in Training and Development from Lesley University, a BS degree in Sales and Meeting Management from Johnson and Wales University, and a Certificate in Human Resources Management from Bentley College.

**Location:** The Coro Building, Room 184, Providence, RI

**Cost:** \$75.00 per person per session or \$200.00 to attend all 3 sessions for PSO members and their staff (\$150.00 per session for non-PSO)  
Full refund will be given if written notice of cancellation is given two weeks prior to session

**Registration:** Minimum participation needed. Contact Cathy St. Laurent at 444-2095 to register.

