

IHA health care leadership series developing

Putting Your Personality to Work: Getting the Most Out of You

October 13

Leaders need to understand their own personality and how they interact with people in order to effectively lead others. This session will discuss the role of personality in the workplace, with an emphasis on understanding and using one's strengths and talents. The involvement of personality traits and characteristics will be discussed as they contribute to personal development.

- Discover which traits we are born with and which we can change and develop.
- Discover and harness one's individual talents and abilities for maximum effectiveness.
- Discuss how leaders can discover and use the talents of their team.

Please review the additional information listed on the insert. A questionnaire should be completed prior to the day of the program.

Legal Aspects of Management

November 15

Managers must know the laws and regulations that are effected by each decision made. Many new managers are unfamiliar with the guidelines for the Family Medical Leave Act (FMLA) and what action needs to be taken in the case that they must discipline or dismiss an employee. This program will provide valuable information for new managers on the legal aspects of their job. Such topics as FMLA, disciplinary action, interviewing questions, worker compensation and other issues will be addressed.

- Define ADA/FMLA and the work force issues that can arise.
- Identify legal issues important to managers regarding disciplinary action, reviews, interviewing and more.
- Identify legal strategies pertinent to day-to-day workforce issues.
- Discuss ways to implement practical solutions to problems.

Accountability for Results

January 17

At every level of every organization, projects begin, tasks are assigned, efforts are made and deadlines are met or missed. Directions are given but employees don't understand them. Agreements are misunderstood or never made. It is not really anyone's fault - it's just part of how people fail to communicate in a specific and clear manner about the tasks they assign or accept. This program will provide a systematic approach to assist leaders to plan and complete tasks and empower employees and teams to accept responsibility.

- Apply the concepts of responsibility, empowerment and accountability and learn the role each plays in achieving project or task success.
- Discover when to be directive or when you can delegate tasks with certainty of completion at the needed performance level.
- Create clear agreements with followers that maintain focus and overcome the obstacles that prohibit successful task completion.
- Create guidelines for managing agreements, including renegotiating or updating.

Faculty

STEVE FARNER, PHD

is an associate professor of management at Bellevue University in Nebraska. He received his PhD in management from the University of Nebraska. Farner also conducts customized management and leadership programs for organizations. His main interest is organizational behavior, which emphasizes the psychological side of what makes people do what they do.

Faculty

JOELLEN WHITNEY, JD

practices primarily in the areas of labor and employment law, privacy and fair housing with extensive practice in the field of health law. She is the author of multiple editions of the Iowa Guide to Medical Records and as a long-term member of her firm's Human Resources Committee, she brings practical experience on business planning, discipline and termination.

Faculty

TOM WESTBROOK, PHD

serves as professor of leadership and adult development at Drake University and CEO of Learn Associates. He frequently presents on leadership topics including situational leadership, the five practices of exemplary leaders, leading with emotional intelligence, conflict, change, communication, adult learning and brain-based selling.

leaders for the future...

Financial Skills for Managers

February 21

Like it or not, health care has become a business. Resources are scarce and stretched to the breaking point. Doing more with less is routine. The need for sound business and financial management tools – survival skills – is paramount. These include planning and budgeting, financial analysis and resource maximization, all of which are essential if managers are to achieve the institution's mission and contribute to "bottom line" results.

- Explain how budgets are developed and be able to describe the role of budgeting as a key component of the administrative process.
- Examine ways to read and understand departmental financial performance reports and the sources of information contained in them.
- Calculate Volume Adjusted Variance Analysis to determine accurately the underlying causes of budget deviations.
- Identify performance improvement targets objectively using Bilateral Performance Mapping.

Faculty

WILLIAM J. WARD, JR., MBA, is the director of the master's of health science degree program in health finance and management at the Johns Hopkins University Bloomberg School of Public Health, as well as a principal with Healthcare Management Resources, Inc., a Baltimore-area consulting firm. Ward is a former senior health care executive with more than 20 years of experience in health care finance and operations.

Dealing with Conflict

March 13

Conflict is inherent in any leadership attempt and leaders must be able to deal effectively with conflict and even know how to shape and mold conflict for team productivity. This program embraces the often prickly topic of conflict and how best to achieve personal and organization goals during conflict situations.

- Discover how and why conflict is often part of a leader's attempt to influence individuals and teams toward goal achievement.
- Identify your dominant style for dealing with conflict.
- Review various conflict resolution strategies and when to utilize them.
- Review your ability to conduct crucial conversations with employees and teams around conflicting issues.
- Discuss typical conflict situations to gain competence and confidence in your ability to address and resolve conflict with employees and teams.

Faculty

TOM WESTBROOK, PHD serves as professor of leadership and adult development at Drake University and CEO of Learn Associates. He frequently presents on leadership topics including situational leadership, the five practices of exemplary leaders, leading with emotional intelligence, conflict, change, communication, adult learning and brain based selling.

Secrets to Successful Teams: Competency and Commitment

April 17

This program will explore the elements needed to create a successful competency program and strong teams. Creative strategies to assess competency in all domains of skill – technical, critical thinking and interpersonal and creative ways to verify competencies in all departments will be discussed. How commitment and team actions can affect the outcomes of our daily work will be explored. A humorous look at how to make all this happen and create a system that really works. You won't believe how easy it can be.

- Discuss the goal of competency assessment and the driving forces behind the process.
- Discover how to create a strong, effective competency program for all departments.
- Discuss ways to deal with the negativity that we are faced with every day and how to address commitment issues.
- Identify ways to put the energy back in ourselves and our teams.

Faculty

DONNA WRIGHT, RN, MS is a staff development specialist with Creative Healthcare Management in Minneapolis, Minnesota. She is the author of the book "The Ultimate Guide to Competency Assessment in Healthcare," which has recently been translated into Japanese and is being used throughout Japan. She has lectured across the nation and internationally. Wright received her master's degree in nursing education from the University of Minnesota.

2012 IHA Health Care Leadership Series

Three Ways to Register

1. Online: www.ihaonline.org
2. Fax: 515.698.5131 or 515.283.9366
3. Mail: IHA, 100 East Grand Ave, Ste 100, Des Moines, IA 50309

Last Name _____ First Name _____

Nickname _____ Title _____

Organization Name _____

Organization Address _____

City _____ State/Zip _____

Telephone No. (_____) _____ Fax No. (_____) _____

E-mail Address _____

Program Fees *Please select the options below that apply*

- IHA members \$170/program
- Series Registration* (no refunds) \$895/IHA members
- Non-IHA members \$280/program
- Coaching Session (optional) \$400

**There will be no refunds for series registrations, although substitutions are welcome at any time. IHA members only are eligible for the series discount.*

The IHA Health Care Leadership Series is Sponsored by:



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Enroll me in the following program(s)

- | | |
|---|-------------------|
| <input type="radio"/> Putting Your Personality to Work: Getting the Most Out of You | October 13, 2011 |
| <input type="radio"/> Coaching Session (optional - additional fee) | |
| <input type="radio"/> Legal Aspects of Management | November 15, 2011 |
| <input type="radio"/> Webinar* How Well Do You Know IHA? <i>no charge</i> | November 22, 2011 |
| <input type="radio"/> Webinar* Quality Matters <i>no charge</i> | December 8, 2011 |
| <input type="radio"/> Accountability for Results | January 17, 2012 |
| <input type="radio"/> Financial Skills for Managers | February 21, 2012 |
| <input type="radio"/> Dealing With Conflict | March 13, 2012 |
| <input type="radio"/> Secrets to Successful Teams: Competency and Commitment | April 17, 2012 |

**The two webinars are required to receive a certificate and are offered at no charge.*

A \$25 late fee will be charged per participant for registrations not received five business days prior to the program.

Payment Information

- | | |
|--|---|
| <input type="radio"/> Check (payable to IHA) | Cardholder Name (please print) _____ |
| <input type="radio"/> Bill my institution | Credit Card No. _____ |
| <input type="radio"/> Credit Card | Security Code _____ Expiration Date _____ |
| <input type="radio"/> American Express | Cardholder's Phone No. (_____) _____ |
| <input type="radio"/> MasterCard | Cardholder Signature _____ |
| <input type="radio"/> Discover | |
| <input type="radio"/> VISA | |

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Date Received _____ Program Fee Amount \$ _____

Check # _____ Check Total \$ _____

- Organization Personal

Overview

Making the transition to supervisor/manager/leader is a significant step for nearly everyone who takes it. In today's health care environment, accepting a leadership role is far more challenging and complex than ever before.

First, there is the challenge of simply getting oriented to what it means to be a manager/leader. This is closely followed by the realization that YOU carry the responsibility for meeting the demands of your organization for high quality and productivity as well as compliance and financial outcomes. You also quickly learn that these accountabilities must be balanced with an excellent grasp of human relation skills in working closely and collaborating with others.

Now in its 11th year, the Iowa Hospital Association Health Care Leadership Series has been designed to help you get started – or restarted if you have been managing and leading for some time – by providing skills and knowledge key to building success.

Research shows managers are the primary factor determining an employee's desire to work for the hospital. Therefore, this series exists to develop critical leadership skills and competencies with the overarching objective of increasing retention of committed, quality staff in Iowa hospitals.

Putting Your Personality to Work: Getting the Most Out of You

Each person who registers for the full series will receive a copy of the Gallup StrengthFinders book. The session on October 13 will discuss Gallup's system of managing to strengths, with emphasis on your personal strengths and talents. If you are attending the first session, **please register as soon as possible** so that you can bring your results to the October 13th program.

Optional - Leadership Coaching - additional \$400

Bellevue University is offering follow-up coaching sessions for an extra fee. These will be done by Dr. Victor Harms, a certified life coach and professor at Bellevue. The coaching will include a 360-feedback survey along with two 45-minute sessions that focus on your own strengths and talents, tailored to your life and career goals. The coaching option will be discussed in detail at the October 13 program.

Who Should Attend

These programs are for employees who have taken on new manager/leader responsibilities and accountabilities in their organization. Experienced staff looking to refresh their skills and knowledge will also benefit.

Daily Agenda

8:15 am
Registration and Breakfast

8:45 am
Program

12:00 pm
Lunch (provided)

12:45 pm
Program

3:45 pm
Adjourn

*Breaks will be scheduled during the morning and afternoon sessions.



careLearning.com courses included in the 2012 IHA Leadership Series

To register for these courses go to www.carelearning.com.

Time Management Skills

Participants will learn effective time management skills, including the principles of time management, identifying major time wasters in everyday life and strategies that can be used to overcome time wasters.

Meetings That Produce Results

Learn how to make meetings more productive and valuable; set a purpose and agenda; run and participate in a meeting; and correct ineffective meetings.

ADA Policy

IHA does not discriminate in its educational programs on the basis of race, religion, color, sex or handicap. IHA wishes to ensure no individual with a disability is excluded, denied services or segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this conference, please call 515.288.1955, fax 515.283.9366 or write to the Department of Education at IHA.



To register for these webinars go to www.ihonline.org.

How Well Do You Know IHA?

November 22, 2011 • 9:30 - 11:00 am

Are you currently taking advantage of all the benefits IHA has to offer? The Iowa Hospital Association is the primary resource for...

- Health care policy and advocacy representation and information.
- Data programs and facts and information regarding Iowa hospitals and health systems.
- Learning specific to your professional needs as well as the needs of the Iowa hospital community.
- Web, information technology and social media utilization expertise.

Learn more about how to make these benefits work for you and your hospital.

Quality Matters

December 8, 2011 • 10:00 - 11:30 am

"Quality" is a buzz word throughout health care organizations. This webinar will review the case for change and the protocols, data and tools available to you and your hospital to promote a culture of continuous improvement in health care.