LEAD ACADEMY
Leadership
Engagement
Accountability
Development

LEAD Academy Trains Managers To Be Successful Leaders

LEAD Academy is an education program provided by:

Hospital Council of Northern & Central California
Excellence Through Leadership & Collaboration

LEADERSHIP • ENGAGEMENT • ACCOUNTABILITY • DEVELOPMENT
SESSION 1
From Peer, to Manager, to Leader
• How is leadership similar and different from management/supervision
• What successful leadership, management/supervision looks and sounds like
• How to align job responsibilities at each level of the organization
• Key principles and practices that support success for supervisors and managers

Leading People Differently
• Explain how and why different people approach tasks and relationships differently
• Describe how your own behavior is influenced by preferences
• Develop improved relationships with employees who have a different “style”
• Influence people with whom you have been challenged in the past

SESSION 2
Leadership Communication Best Practices
• Elements that comprise effective communication
• Tools and behaviors to enhance leadership communication
• Apply communication tools with different people in different situations
• Adapt your communication style to meet the needs of your employees
• Deliver messages you don’t understand or agree with, or think are just plain crazy

Coaching Employees to Higher Performance
• Define performance goals based on the needs of the employee and the organization
• Explain how various coaching approaches are different
• Demonstrate which coaching approach is best suited to support individual employee success
• Set up and facilitate a coaching meeting for maximum success
• Increase employee performance as a result of focused feedback

SESSION 3
Leading Others Through Change
• Predict your own and others’ natural responses to day-to-day and event-based change
• Determine your employees’ predictable responses
• Use your leadership and communication skills to help your employees and others work through issues
• Keep and adapt gentle pressure toward successful change

Managing Performance
• Create performance goals with each employee that reinforce the organization’s goals
• Observe employee performance objectively
• Reduce rater biases in providing performance feedback
• Increase employee performance as a result of focused feedback

My employee had nothing but praise for her first session of LEAD Academy! She is already making changes in her leadership and management style based on what she learned . . . She continues to come back every month with high praise for your program.

— Juliana Kirby, MSN, RN
Chief Nursing Officer at Tehachapi Valley Healthcare District
LEAD Academy Curriculum

SESSION 4
Building and Leading Effective Teams
- Four essential components of effective team work
- Clarify the team’s purpose
- Define the roles and responsibilities of an effective team member
- Build on each team member’s knowledge, skill, experience and interpersonal style
- Apply tools and techniques or team problem-solving and decision-making
- Measure, track and report team performance for continuous team development
- Be an advocate for your employees while still running the business

Planning and Running Effective Team Meetings
- Explain why different meetings require different processes
- Plan and open outcome-oriented meetings
- Manage meeting processes and behaviors
- Close meetings to enhance understanding, agreement and action
- Follow-up meetings to provide maximum benefit

SESSION 5
Resolving Interpersonal Conflict
- Identify common sources of conflict
- Five options for responding to conflict at the source and risks and benefits of each
- Leverage your preferred style for responding to conflict and adjust it as needed
- Guide a conversation focused on productive conflict resolution between yourself and others, and between others

Organizing your Time, Work and Priorities
- Identify and overcome personal time wasters, procrastination or indecision
- Enhance a personal productivity strategy
- Handle conflicting priorities and deadlines
- Organize your workspace, phone and email
- Balance emotional energy with objectivity

SESSION 6
Why and How of Organizational Policies
- Describe the complexity of organizational behavior in health care
- Explain what is behind policies and policy administration
- Define organizational policies and describe where to find them
- Explain policies to others, providing clarification when needed
- Reinforce organizational policies

Business and Finance for Today’s Health Care Leader
- Describe organizational performance measures and how to meet them, including balanced scorecards, benchmarking and dashboards
- Read a financial report and know why it matters
- Explain health care reimbursement; how hospitals get paid, third party payers and why they matter
- Complete a budget to meet specific targets

Over 650 health care managers completed LEAD Academy in 2015 representing 45 hospital and health system members of the Hospital Council of Northern and Central California
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For more information contact Sherita Rogers, Education Specialist
213-538-0770, hceducation@hospitalcouncil.org, www.hospitalcouncil.org/lead-academy

Do Your Mid-Level Managers Have The Skills To Be Successful Leaders?

LEAD Academy empowers recently hired, newly appointed or previously untrained health care managers to better understand and use their strengths to lead. LEAD Academy is built on the underlying principle that effective leadership requires productive relationships to support excellence in patient care and a sustainable workforce capable of managing change.

LEAD Academy sessions provide an engaging and safe environment to practice newly learned skills and align work goals and actions to support the broader vision of your organization.

LEAD Academy cohorts work together for six monthly meetings, a full day each month, focusing on:

- Self-development
- Supporting the development of others
- Managing and developing a successful organization

When your staff finishes their LEAD Academy cohort, they will:

1. Improve the performance of the people that report to them
2. Enhance their contribution to the achievement of your hospital’s strategic goals
3. Increase their own self-management skills during every day and stressful situations

Customized Onsite Leadership Training Program Available

Do you want to maximize the leadership potential within your organization, yet not take away a great amount of time for training? Inquire now about the Customized Onsite Leadership Training Program. Applying the proven techniques used in the LEAD Academy, Hospital Council will build a tailored training program for the specific needs of your organization. With onsite leadership training, you have complete control, including:

- One group or multiple groups (helps with multi-shift operations)
- The flexibility of half-day, full-day or multi-day sessions
- Customize which topics to deliver and the sequence
- Do the training all at once, or spread it out over weeks or months

This is an excellent journey to rejuvenate and reinforce leadership skills. One must take advantage of this wonderful opportunity and the LEAD Academy is a must for any novice to intermediate level manager.

— Jonathan David
Patient Care Manager at Stanford Healthcare

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