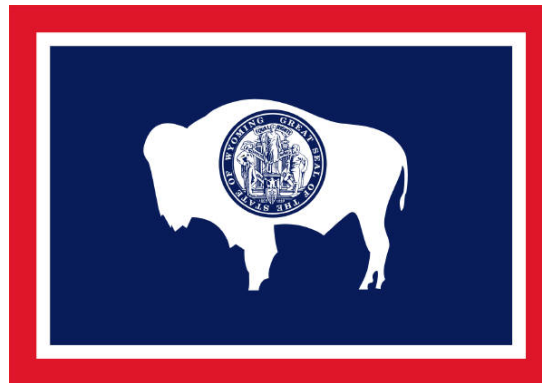




# Healthcare Leadership Training Program

Preparing New Healthcare Leaders



# Where It Came From

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- Sparked by concerns of member CEOs
- Worked with community college to customize content
- Partnered with regional medical center for telehealth capabilities
- Delivered first set of 9 courses sequentially

# How It Has Evolved

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- Listened carefully to participant feedback
- Created a-la-carte course offerings
- Introduced new instructors for standard courses
- Offered key courses multiple times
- Issued participant survey to gather feedback

# What It Covers

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- Basic leadership and management subjects
- General topics and customized topics for healthcare
- Discussion-oriented training format
- New courses driven by participant feedback

# What It Covers



Course Title	Competency
Essentials of Leadership	Communication
Human Resources for Mgrs	HR Issues
Essential Interviewing Skills	Competency-based Interviews
Coaching for Success	Aligning Performance
Leading Change	Facilitation of Change
Building Patient Loyalty	Patient Support
Time Management	Management

# What It Covers



Course Title	Competency
Resolving Conflict	Management
Making Effective Decisions	Management
Building an Environment of Trust	Management
Teambuilding	Communication
Situational Leadership	Coaching
Basic Budgeting	Budgeting
Leading Multiple Generations	Management

# How We've Done

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- Registrations have increased each session
- New skills being applied in CAHs
- Participant/CEO feedback has kept the program fresh, relevant
- Technology both an advantage & challenge
- Partnerships essential to program success

# What Flex Has Meant

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- Program entirely funded by Flex dollars
- Enabled participation from all categories of CAHs
- Enabled creation of real value for members
- Strengthened buy-in for Flex programs and partnerships