



# 2024 OHA Leadership Development Series

An OHA member  
exclusive series

# Overview

Accepting a leadership role is very challenging and complex and doesn't always come with the training or experience that may be needed. First, there is the challenge of simply understanding what it means to be a manager/leader, and how you respond to that knowledge. This is closely followed by the realization that meeting the demands of the organization for high quality, efficiency, and productivity as well as compliance and financial outcomes is part of the position. New managers quickly learn that these accountabilities must be balanced with interpersonal skills as they work closely and collaborate with others.

Making the transition to supervisor, manager, director, or leader is a significant step. Research shows that managers are the primary factor that determines an employee's desire to work for a hospital. This underscores how important it is for this group to develop the skills and competencies that create an environment of mutual trust, respect, and open communication with the people they direct.

The 2024 series offers ten modules ranging from four to six contact hours. The topics include understanding yourself and your leadership style, critical leadership skills, and necessary competencies to manage new relationships. Facilitators are chosen based on their expertise with the individual subject matter and relevant experience in the health care field. Sessions are interactive and include multiple learning methods that address varying learning styles and ensure engagement and participation. Leaders who attend this series will build skills and confidence in leadership, critical thinking, conflict management, and change management. All sessions are held at the Oklahoma Hospital Association in Oklahoma City unless otherwise notified. Participants also receive complimentary registration to Connect 24, including the Exhibit Hall.

Registration for the series includes all books and workbooks utilized during the series, including Influencer, The New Science of Leading Change, Crucial Conversations: Tools for Talking When Stakes are High, Everything DiSC Workplace Profile, and Participant Guide, QBQ! The Question Behind the Question. Each publication will be provided to participants at the accompanying session.

The Leadership Development Series is an OHA member-exclusive program.

## Series at a Glance

March 13 – Everything DiSC Workplace®  
April 10 – The Science of Influence  
May 8 – Situational Leadership  
June 5 – Five Languages of Appreciation  
June 26 – Be a Better Communicator  
July 17 – Leading and Motivating Diverse Generations  
August 14 – Crucial Conversations  
September 11 – Intro to HR  
October 9 – Planning, Budgeting, and Forecasting  
October 30 – Accountability QBQ  
Nov. 20-22 – OHA Connect 24 and Exhibit Hall

**March 13**  
9:00am-4:00pm  
Registration begins  
at 8:30am

## Everything DiSC Workplace®

The Everything DiSC Workplace® Profile uses a research-validated learning model to create a highly personalized learner experience. The profile is workplace-specific with in-depth information, including tips, strategies, and action plans to help participants become more effective. The result is more effective and productive working relationships.

Participants will learn to:

1. Discover their DiSC style.
2. Understand other styles.
3. Build more effective relationships.
4. Receive a personalized style index.

**Jim Friedemann** is the president and founder of Focal Point Consulting, LLC, and has over 25 years of experience in organizational development and leadership consulting. He is an executive coach and leadership consultant who has helped many achieve their career and personal goals. Jim also trains and facilitates programs in Leadership Development, Strategic Planning, Customer Service, Teambuilding, Adventure Education, and other related topics.

**April 10**  
9:00am-4:00pm  
Registration begins  
at 8:30am

## The Science of Influence

The best leaders know how to get individuals to work together to accomplish goals. In contrast, we struggle to enable our colleagues to complete projects on time and on budget. We do our best to motivate employees to demonstrate more concern for profitability or following procedures. Although we're routinely trying to alter behavior, few of us can articulate an effective strategy to create this behavior change. It's time this changed. By drawing from the skills of many of the world's best change agents and combining them with five decades of social-science research, The Science of Influence creates a powerful and portable model for behavior change.

Specifically, this training provides skills to:

1. Identify the high-leverage behaviors you should focus on.
2. Diagnose the real causes behind behavior problems.
3. Effectively motivate and enable others—regardless of formal authority.
4. Create behavior-change strategies that yield rapid, lasting results.

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**May 8**  
9:00am-4:00pm  
Registration begins  
at 8:30am

## Situational Leadership & Your Role as a Supervisor

Situational leadership is the most comprehensive, up-to-date, and practical method of effectively managing and developing people, time, and resources in the world. Situational leadership provides leaders with a model and the tools for creating open communication and developing self-reliance in those they manage. It is designed to increase the frequency and quality of conversations about performance and development. As a result, competence is developed, commitment is gained, and talented individuals are retained.

Participants will:

1. Discover the four leadership styles.
2. Identify and diagnose the four development levels with your employees.
3. Partner for performance so that you set up your employees to succeed.

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**June 5**

9:00am-4:00pm

Registration begins  
at 8:30am

## Five Languages of Appreciation

At work, people express and receive appreciation in different ways. If you try to express appreciation in ways that aren't meaningful to your co-workers, they may not feel valued at all. This is because you and your co-workers are speaking different languages. In *The Five Languages of Appreciation*, Dr. Chapman and Dr. White will help you identify the five languages of appreciation to:

1. Express genuine appreciation to co-workers and staff — even on a tight budget.
2. Increase loyalty with the employees and volunteers in your organization.
3. Reduce cynicism and create a more positive work environment.
4. Improve your ability to show appreciation for difficult colleagues.
5. Convey the language of physical touch in appropriate ways.

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**June 26**

10:00am-3:00pm

Registration begins  
at 9:30am

## How to Be a Better Communicator: Master Your Thoughts, Speak with Intention, Listen Actively

In today's hectic workplace, the deluge of daily emails, phone calls and junk mail seem to be ever-increasing. People often feel overwhelmed and unable to keep up with the flow of information. At the same time, communication continues to be one of the lowest-rated items on employee satisfaction surveys for many organizations. So what's going on? Clearly, there's a significant gap between the quantity of communication in organizations, and the quality of that communication. Communication is one of the skills people use the most at work, and yet little time is dedicated to improving competence. Talking and communicating are not the same thing! To quote George Bernard Shaw, "The single biggest problem in communication is the illusion that it has taken place". In this session, participants will explore concepts and ideas to improve communication skills, thereby strengthening relationships with others and increasing their ability to work collaboratively toward organizational goals.

**Kate Beavin, M.Ed., SPHR, CPLP** is a facilitator, trainer and coach with 20 years of experience in talent development across diverse industries. Her passion lies in partnering with clients to design, execute and evaluate creative learning and developing solutions that drive individual and organizational performance. Kate created Fast Track Talent Development, LLC to pursue this passion as an independent consultant.

**July 17**

10:00am-3:00pm

Registration begins  
at 9:30am

## Leading and Motivating Diverse Generations

As Generation Z begins to make its presence known in the workplace, businesses are experiencing more "generational diversity" than ever before. With five different generational styles of communicating and collaborating, and diverse values and attitudes, it's no wonder that issues arise. Tensions between groups can prevent organizations from fully deploying the unique skills and talents of each group. This session discusses why people of different age groups think and act the way they do, identifies potential sources of workplace conflict, and presents strategies for fully engaging employees of every generation.

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**August 14**  
9:00am-4:00pm

Registration begins  
at 8:30am

## Crucial Conversations

A crucial conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. This session teaches skills for creating alignment and agreement by fostering open dialogue around risky topics. By learning how to speak and be heard, and encouraging others to do the same, you will bring to the surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. Participants will learn skills to better help them:

1. Speak persuasively, not abrasively.
2. Foster teamwork and better decision-making.
3. Build acceptance rather than resistance.
4. Resolve individual and group disagreements.

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**September 11**  
10:00am-3:00pm

Registration begins  
at 9:30am

## Intro to HR

Employee management is one of the most critical tasks assigned to any leadership position. This session addresses hiring basics such as the initial screening process, interviewing tools, and on-boarding of new co-workers. Participants also learn how to write effective performance evaluations, address disciplinary issues through evaluations and performance improvement plans, and create effective termination processes.

**Lauren Thompson** is the vice president of human resources at Mercy and **Jimmy Wilson** is the executive director of talent development at Mercy.

**October 9**  
8:30am-3:00pm

Registration begins  
at 8:00am

## Planning, Budgeting and Forecasting

A new leadership role brings about new responsibilities for forecasting your department budget needs and maintaining your department expenses within the budget. This session explores why you may sometimes dislike the planning and budgeting process. Participants will identify the most common challenges within the process and the most common approach to planning, budgeting and forecasting. Attendees will bring their department budgets and formulate an action plan to apply in their facility.

**Walter Miller, CEMBB, MBA** is the owner, senior consultant and instructor for Echelon, LLC. He is an Executive Master Black Belt with more than ten years of experience in transactional services for top Fortune 500 organizations. He is an advocate of balancing results-driven change management and infrastructure development through strategic planning and recommendations for internal and external customers.

**October 30**  
9:00am-4:00pm

Registration begins  
at 8:30am

## Accountability and QBQ

The *Question Behind the Question (QBQ!)* teaches people at all levels how to be outstanding by making personal accountability a core value. When individuals begin asking QBQs instead of the Incorrect Questions (IQs), the common traps of complaining, victim-thinking, procrastination, and blame are eliminated. When this shift happens, productivity, teamwork, morale, creativity, safety, communication, and problem-solving are enhanced. People who use the QBQ! adapt to change faster, which is critical for competing in today's global economy.

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November 20-22

## OHA Connect 24 & Exhibit Hall

OHA Leadership Development Series participants receive a complimentary general registration to OHA Connect 24 and Exhibit Hall. Connect 24 offers the opportunity to hear nationally recognized speakers who are experts on leadership.

Connect 24 is held at the Oklahoma City Convention Center.

### Target Audience

These programs are designed for health care professionals who have moved into management, supervisory or leadership roles. The programs are also beneficial to professionals who have been in management roles and wish to refresh and improve their leadership skills, or professionals interested in making a move to management.

### Tuition

**\$2,199 per OHA member employee for the entire series**

Includes books, course materials, refreshments, and lunch. Space is limited. The first 20 registrants will be accepted.

### Location

All sessions of the leadership series will be held at the Oklahoma Hospital Association, 4000 Lincoln Blvd., Oklahoma City. If there is any change to the location, all participants will be notified. An email will be sent prior to each session to notify participants if there is any change to the location or format (in-person or virtual) of the session. The OHA building and campus are tobacco-free.

Meeting rooms are often cool, so bring a sweater or jacket.

### Completion Requirements

**Attendance at the series programs is essential for participants to successfully complete the program and receive a certificate of completion. Participants who miss more than two sessions during the 8-month program will not be eligible to receive a certificate of completion.** Should extenuating circumstances arise, please contact Amanda Bowen (abowen@okoha.com) or Shelly Bush (bush@okoha.com) at (405) 427-9537 to discuss.

### Substitutions and Transfers

Registrants who become unable to complete the programs in the series may designate another person to complete the remaining programs in their place. Report changes to Amanda Bowen (abowen@okoha.com) or Shelly Bush (bush@okoha.com) at (405) 427-9537. Transfers from one OHA educational program to another are not permitted.

### Cancellation Policy

The registration fee, less a \$500 service charge is refundable if notice is received before 4:00 p.m. on February 27, 2024. No refunds will be issued for cancellations received after 4:00 p.m. on February 27, 2024. The cancellation/refund policy applies to registrations that indicate payment is being mailed. No refunds will be issued for those who do not comply with this policy and the full registration amount will be due and owed to OHA.

### ADA Policy

The OHA seminar center is physically accessible from the east parking lot. If you require other access needs or have dietary restrictions, please call OHA at 405-427-9537 or email abowen@okoha.com or bush@okoha.com at least five business days prior to the event.

### Education Credits

OHA is authorized to award 48 hours of pre-approved ACHE Qualified Education credit (non-ACHE) for this series toward advancement, or recertification in the American College of Healthcare Executives. Participants in this series wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting applications to the American College of Healthcare Executives for advancement or recertification.

### Confirmation Notices

If you have not received a confirmation notice 24 hours prior to the first program, please call Amanda Bowen at (405)427-9537 to confirm your registration has been received.



# REGISTRATION FORM

## 2024 OHA Leadership Development Series

An OHA member-exclusive series

### Registration fee

**\$2,199 per OHA Member employee for entire series**

Includes books, course materials, refreshments, and lunch.

Space is limited. The first 20 registrants will be accepted.

**Online registration** is available. Employees of OHA member hospitals may register online with a credit card. Go to [www.okoha.com/educationcalendar](http://www.okoha.com/educationcalendar) and click on the meeting title, *OHA Leadership Development Series*, on March 13.

### Fax or Email registration

Complete the form below and return to OHA by fax at (405) 424-4507 or email [abowen@okoha.com](mailto:abowen@okoha.com).

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_

Telephone \_\_\_\_\_ Cell phone \_\_\_\_\_

Email \_\_\_\_\_

### Method of Payment

**Check** in the amount of \$\_\_\_\_\_ payable to OHERI.

Mail all registrations accompanied by a check to:

OHERI, Dept. #96-0298, Oklahoma City, OK 73196-0298.

**Credit Card** amount authorized \$\_\_\_\_\_ Visa MasterCard Amex Discover

Credit Card # \_\_\_\_\_

Expiration Date \_\_\_\_\_ Name on card \_\_\_\_\_

Cardholder's Billing Address (including zip code) \_\_\_\_\_

Signature \_\_\_\_\_



Class of 2023

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