



2022 OHA Leadership Development Series

An OHA member
exclusive series

Overview

2022 is the beginning of a new chapter for the OHA Leadership Development Series. We have made some adjustments to the courses included in the series that we feel will add energy and excitement to the program. OHA member hospital employees who are interested in developing or enhancing their leadership skills can learn more about themselves, their leadership style and how to become a great leader.

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 2022 series offers ten modules ranging from four to six contact hours. The topics include a focus on understanding yourself and your style of leadership, critical leadership skills, and necessary competencies. Facilitators are chosen based upon their expertise with 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. All sessions are held at the Oklahoma Hospital Association in Oklahoma City unless it is determined it is not safe to be in person.

Registration for the series includes three books, Myers-Briggs: Introduction to Type, Influencer, the New Science of Leading Change, and Crucial Conversations: Tools for Talking When Stakes are High. These will be used in some of the courses during the nine-month series. Also, the Participant Guide, QBQ! The Question Behind the Question and Flippin the Switch will be part of the final session. Participants also receive complimentary registration to Connect 22 and the Exhibit Hall.

The Leadership Development Series is an OHA member exclusive program.

Series at a Glance

March 30 – Myers-Briggs

April 20 – The Science of Influence

May 11 – Situational Leadership

June 15 – Customer Service

June 29 – Be a Better Communicator

July 20 – Leading and Motivating Diverse Generations

August 24 – Crucial Conversations

September 14 – Intro to HR: The Lifecycle of the Co-Worker

October 12 – Planning, Budgeting, and Forecasting

November 2 – Accountability QBQ

November 9-11 – OHA Connect 22

Myers-Briggs

The Myers-Briggs Type Indicator (MBTI) is one of the most reliable and valid self-reported personality assessments available. It is the most widely used instrument for understanding normal personality differences. Because it explains basic patterns in human functioning, the MBTI is used for many purposes including self-understanding and development, organizational development, team building, problem solving, and conflict resolution.

The Myers-Briggs Type Indicator is based on 4 preferences.

1. Where, primarily, do you direct (or get) your energy?
2. How do you prefer to process (take in) information?
3. How do you prefer to make decisions?
4. How do you prefer to organize (deal with) your life?

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 Strategic Planning, Customer Service, Teambuilding, Adventure Education and other related topics.

The Science of Influence

The best leaders know how to get individuals to work together to accomplish goals. Others struggle to empower colleagues to complete projects on time and on budget. In spite of the fact that we are routinely trying to alter behavior, few of us can articulate an effective strategy to create 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 changing behavior. 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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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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March 30

9:00am-4:00pm

Registration begins
at 8:30am

April 20

9:00am-4:00pm

Registration begins
at 8:30am

May 11

9:00am-4:00pm

Registration begins
at 8:30am

Customer Service

June 15
9:00am-4:00pm

Registration begins
at 8:30am

This fun and interactive session is designed to help both expose participants to tools for excellent customer service as well as give them an opportunity to discuss their customer interactions and how they will benefit from applying these behaviors. Participants will learn to:

1. Recognize how important it is to make serving others your number one priority.
2. Choose your attitude each day and with each customer. Attitude is a choice.
3. Commit to teamwork and look for ways to make each other look good.

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

June 29
10:00am-3:00pm

Registration begins
at 9:30am

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. In 2014, she created Fast Track Talent Development, LLC to pursue this passion as an independent consultant.

Leading and Motivating Diverse Generations

July 20
10:00am-3:00pm

Registration begins
at 9:30am

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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Crucial Conversations

August 24
9:00am-4:00pm

Registration begins
at 8:30am

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.

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Intro to HR: The Lifecycle of the Co-Worker

September 14
10:00am-3:00pm

Registration begins
at 9:30am

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.

Jimmy Wilson is the Executive Director of Performance Consulting & Education at Mercy. Jimmy coaches leaders on how to maximize talent in order to increase engagement and achieve performance goals. as one of a handful of facilitators for the Walton Leadership Institute.

Planning, Budgeting and Forecasting

October 12
8:30am-3:00pm

Registration begins
at 8:00am

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.

Accountability and QBQ

November 2
9:00am-4:00pm

Registration begins
at 8:30am

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
9-11**

OHA Connect 22 & Exhibit Hall

OHA Leadership Development Series participants receive a complimentary general registration to OHA Connect 22 and Exhibit Hall. Connect 22 offers the opportunity to hear nationally recognized speakers who are experts on leadership.

Connect 22 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

\$2199 per OHA member employee for the entire series

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

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

Location

All sessions of the leadership series are planned to be held at the Oklahoma Hospital Association, 4000 Lincoln Blvd., Oklahoma City. This will only be changed in the event it is determined not to be safe to meet in person. An email will be sent prior to each session to let participants know 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.

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 9 month program will not be eligible to receive a certificate of completion. Should extenuating circumstances arise, please contact Shelly Bush (bush@okoha.com) or Mary Winters (winters@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 Shelly Bush (bush@okoha.com) or Mary Winters (winters@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 March 15, 2022. No refunds will be issued for cancellations received after 4:00 p.m. on March 15, 2022. 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 bush@okoha.com or winters@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 application to the American College of Healthcare Executives for advancement or recertification.

Confirmation Notices

If you have not received a confirmation notice 48 hours prior to the first program, please call Shelly Bush at (405)427-9537 to confirm your registration has been received.



REGISTRATION FORM

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Registration fee

\$2199 per OHA Member employee for entire series

Includes books, course materials, refreshments and/or 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 and click on the meeting title, *OHA Leadership Development Series*, on March 30.

Registrant Information

Name _____ Title _____
Organization _____
Mailing Address _____
City, State, Zip _____
Telephone _____ E-mail _____

Payment Information

Check in the amount of \$_____ payable to OHERI is enclosed.

Mail all registrations accompanied by a check to:

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

Credit Card amount authorized \$_____

Circle One: Visa MasterCard Amex Discover

Credit Card # _____ Expiration Date _____

Name on card _____

Cardholder's Billing Address (including zip code) _____

Signature _____

Return your registration form to OHA. Registrations with credit card payment information included may be faxed to Shelly Bush at (405)424-4507. If you have any questions, please contact Shelly Bush or Mary Winters at (405)427-9537 or by email at bush@okoha.com or winters@okoha.com.

Oklahoma Hospital Association
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Fax: (405) 424-4507



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