

Leadership Development

Course

Summary:

This course for emerging Physician, Nursing and Administrative leaders will address how to develop the competencies needed as a leader, creating and implementing short and long term strategies, addressing diverse healthcare management issues, including: employee management and conflict resolution, operational analysis, and quality management techniques essential to achieve individual and organizational objectives.

Goals and Objectives:

By the end of this course, participants will gain the knowledge needed to:

- Utilize the best available evidence for creating and sustaining cultures of quality and safety in complex healthcare delivery systems
- Explore concepts of intra and inter-professional communication and teamwork, collaboration and conflict resolution, delegation and supervision, workforce motivation, organizational and unit strengths, and change processes
- Analyze common and crisis situations requiring the immediate, direct application of leadership and management theories to the work environment
- Work within a team to apply problem-solving skills to common fiscal and human resources challenges in contemporary health care environments

Sessions will include presentations and workshops on:

- Leadership and management
- Leadership role in quality improvement
- Communication; conflict resolution; problem-solving
- Developing teamwork and collaboration
- Managing incompetency in the healthcare organization
- Empowering and motivating others
- Competency assessments and performance management: helping poor performing employees reach competence
- Managing difficult issues - how to have a the conversation while avoiding escalation