

# STARRZ: A Program for High Performing Employees

## Program Overview

Organization success requires high performance from all employees. In your organization you already know who your top performers are. They are the employees who work hard, achieve results, get things accomplished without being asked and who are wonderful to work with. They are the employees you want to keep. Truthfully, they are also the employees who are so good they are in demand from others and, if dissatisfied, could easily leave for another position. In order for these employees to want to continue to work within your organization, you must "engage" with them in a variety of ways. One way is to help them build their skill level giving them an ability to continue impacting the organization in a positive manner. MHEI's STARRZ program will help you do just that.

STARRZ is a combination of leadership programs designed specifically for staff who do not have a position in management, but who are driven to lead others through their professional expertise and personal drive.

## MAKING DECISIONS AND SOLVING PROBLEMS LIKE A PRO

Every one of us makes decisions and solves problems on a daily basis – sometimes with great success and sometimes not. Usually our difficulties in decision making and problem solving are not the result of our innate abilities, but only the result of never having been shown an approach/approaches that matches the issue at hand. This session will provide many methods to improve problem solving and decision making along with activities that participants can take back to the workplace to share with others.

## Program Objectives

1. Recognize the types of decisions and problems we are faced with daily
2. Match decision making and problem solving methods with issues
3. Implement various decision making and problem solving methods

## Target Audience

Non-management staff who have proven themselves as high performers and/or leaders.



## DATE/TIME

February 21, 2017

8:30 AM – 3:30 PM

Registration and Continental  
Breakfast begin at 8:00 AM

REGISTER  
NOW

## LOCATION

Maryland Hospital Association  
Pierson Conference Center

6820 Deerpath Road  
Elkridge, MD 21075

## PROGRAM FEE

Early Bird Member Discount \$199

(Register & Pay by January 21, 2017)

MHEI Member: \$299 (After January 21, 2017)

To register, please visit [MHEI.org](http://MHEI.org).

Questions? Contact Kelly Yost, [kyost@mhei.org](mailto:kyost@mhei.org)

## About the Speaker

Todd Frady is the Director of Patient Access Talent Development, Training, & Quality for Johns Hopkins Health System. He is a graduate of Creighton University with a degree in Psychology & holds Master's degrees from the Univ. of Nebraska in Industrial/Organizational Psychology and the Defense Intelligence College in Strategic Intelligence. Todd held several tactical & strategic positions as an Army Officer in Military Intelligence. He also consults & provides advice for Hopkins to both international and U.S. based health systems in the areas of leadership, employee engagement & training.