



The Maryland Healthcare Education Institute presents:

# MANAGEMENT BOOT CAMP

12 MONTHS TO GET NEW MANAGEMENT INTO SHAPE

Looking for a program that will build basic management competencies?  
Have you recently hired an inexperienced or new manager? OR  
Have you recently accepted a management position?

## THEN YOU WANT US!

MHEI's Boot Camp is a one-day-per-month 12-month program designed to give that new manager the management basics; how to manage responsibilities, how to manage people, and how to manage finances.

Monthly sessions are held the 1st Tuesday of each month at MHEI Offices in Elkridge, MD from 8:30 a.m. - 4:00 p.m. \*some exceptions on dates

Organization: \_\_\_\_\_

### Participant

Name: \_\_\_\_\_

Degree(s): \_\_\_\_\_

Position at Organization: \_\_\_\_\_

How long in current position: \_\_\_\_\_

Email: \_\_\_\_\_

Phone #: \_\_\_\_\_

### Supervisor of Participant

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone #: \_\_\_\_\_

Please select the month(s) for registration and circle the month you will begin \*Each month's session is repeated the following year

January 1/9/2018    February 2/6/2018    March 3/6/2018    April 4/3/2018    May 5/1/2018    June 6/6/2017  
6/5/2018

July 7/11/2017    August 8/1/2017    September 9/5/2017    October 10/3/2017    November 11/7/2017    December 12/5/2017  
7/10/2018   8/7/2018   9/4/2018   10/2/2018   11/6/2018   12/4/2018

**MHEI Boot Camp Cancellation Policy:** Cancellations received via email up to five (5) business days prior to a boot camp session will be automatically registered for the same month's session the following year. Cancellations received less than five (5) business days prior to a boot camp session or for any no shows the day of the program will incur a \$25 processing fee. This fee must be received prior to scheduling the make-up session. Participants will have one (1) year to make-up any missed boot camp sessions. If the session is not made up within one (1) year's time, then that session is forfeited.

## Registration

To register please complete above information and email completed form to Kelly Yost, kyost@mhei.org  
Questions? 443.561.2027

Payment can be mailed to: 6820 Deerpath Road, Elkridge, MD 21075

## Program Fee

\$1500 for 12 out of 12 sessions

\$1200 for 6 out of 12 sessions

\$675 for 3 out of 12 sessions

**Registration is available to MHEI Members ONLY**

Fees are per participant and no substitutions



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# MANAGEMENT

## BOOT CAMP

### YEAR AT A GLANCE

#### January- Building Employee Relationships

Relationships are key to a manager's success. In this session the building blocks of relationships including the development of trust as well as understanding and accepting diversity and differences will be explored. Specific actions that the manager can take to improve relationships will be given.

#### February – Managing Performance

Managing performance includes developing clear goals, delegating work, and soliciting and using feedback. Those issues are explored in this session along with documenting performance issues. The new manager will also learn how to honestly assess an individual's performance.

#### March – Recruitment & Employment

One of the first tasks of a new manager is often replacing themselves in staffing. This session focuses on conducting a legal interview using Behavioral Interviewing techniques. By completion of this session the new manager will have developed an interviewing guide and have participated in a practice interview. The idea that recruiting is a management activity, not only an aspect of human resources, will be explored.

#### April – Onboarding

Once a new employee has been hired the manager is responsible for that person's successful transition to their new position. In this session the new manager will learn how to develop an orientation plan, how training can work to develop skill and change behavior and how Peer buddies and mentors can be used to assist in the on-boarding process. Joint Commission requirements and the idea of annual competencies will be discussed.

#### May – Decision Making & Problem Solving

Moving into a management position involves developing a person's ability to make decisions and solve problems. In this session the new manager is taught how to gather and use unbiased, evidence-based information. Included is how to think analytically and systematically about that information as well as how to think through managing risk as a means for making solid decisions.

#### June – Communication & Facilitation

We often take communication as a given but new managers who are quickly exposed to the basics of communication will avoid greater difficulties later. In this session the basics of written communication will be shown, as well as the basics of preparing for an oral presentation. Included in the day's activities will be some basics surrounding the concepts of rounding, managing up, and listening as well as facilitating meetings and using groups to help in problem solving.

#### July – Courageous Conversations

We are all aware that if we can be better at confronting issues our workplace will be more productive and more enjoyable for our employees and ourselves. This session will expose new managers to the basics of having the most difficult types of discussions. By the end of the day each participant will have the guidelines for conducting these discussions as well as a level of comfort so that these important conversations are held and not avoided.

#### August – Process Improvement

In this introductory session the new manager will be exposed to The Joint Commission's guidelines & expectations around process improvement. In addition, they will gain an initial working knowledge of performance improvement tools. A discussion of how to identify potential PI issues & the manager's responsibility for continual process improvement will be discussed.

#### September – Hospital Finances

Every manager should have a basic understanding of health care finance. This session will include information on the Maryland system of reimbursement, basic budgeting, and reading financial statements. During the day the new manager will participate in a cost/benefit analysis leading to understanding purchasing decisions. Productivity and Staffing will also be discussed.

#### October – Human Resources

This session will explore the basics of human resources legal issues including the National Labor Relations Act, Employment Legal Do's & Don'ts, Legal Obligations and Responsibilities, Working under Labor Contracts, Duty of Loyalty and Compensation Practices. All of this is done to ensure that the new manager has these issues as a backdrop to every decision that he or she makes especially as those decisions relate to employees.

#### November – Behavioral Styles

Participants will complete the DISC behavioral styles inventory leading to a discussion of individual's own style as well as the style of others. Armed with this knowledge the participants gain an understanding of how different people behave and, more importantly, how to use that knowledge to be more effective in their interactions with various audiences from employees to co-managers to senior leadership.

#### December – Employee Engagement

Current models of management extol the virtues of engaging employees in the work and the work place. A good manager will understand the activities around motivating and influencing others, including what actions are considered de-motivators. Participants will learn the aspects of coaching that maximize employee engagement.