

## Virtual Management Boot Camp

**Register Now:**  
[info@mhei.org](mailto:info@mhei.org)

Build leadership  
competencies

Strengthen mid-level and  
newly appointed leaders

Monthly virtual training  
sessions on the **2<sup>nd</sup>** and **3<sup>rd</sup>**  
Tuesdays of each month

1:1 Leadership Coaching

Leadership Resources

### Monthly Leadership Topics:

- Building Employee Relationships
  - Managing Performance
- Behavioral Interviewing and Recruitment
  - Onboarding
- Decision Making and Problem Solving
- Effective Communication and Facilitation
- Courageous Conversations
- Performance Improvement Tools
- Finance and Budgeting Basics
  - Human Resources
- DiSC<sup>®</sup> Behavioral Styles
- Employee Engagement

**Strengthen Your Leadership Team for Success**

**Start Today!**

**Register Now: [info@mhei.org](mailto:info@mhei.org)**

Phone: 410-796-6239 | Visit: [www.mhei.org](http://www.mhei.org)



# The Maryland Healthcare Education Institute presents Management Boot Camp

|  |  |   |
|--|--|---|
| <p style="text-align: center;"><b>January</b></p> <p style="text-align: center;"><b>BUILDING EMPLOYEE RELATIONSHIPS</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Identify the key role of trust</li> <li>2. Examine your role and responsibilities in creating a climate of trust</li> <li>3. Identify strategies to establish your credibility</li> <li>4. Identify strategies to effectively manage multigenerational teams</li> </ol>      | <p style="text-align: center;"><b>February</b></p> <p style="text-align: center;"><b>MANAGING PERFORMANCE</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Identify the steps to effective delegation</li> <li>2. Evaluate goals utilizing the SMART model</li> <li>3. Recognize strategies of using staff feedback in managing performance</li> <li>4. Identify effects of personal biases on performance assessments</li> </ol>   | <p style="text-align: center;"><b>March</b></p> <p style="text-align: center;"><b>BEHAVIORAL INTERVIEWING &amp; RECRUITMENT</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Identify key components of the interview process</li> <li>2. Recognize the advantages of behavioral interviewing</li> <li>3. Create behavioral based interview questions</li> <li>4. Describe legal and illegal interview components</li> </ol>   |
| <p style="text-align: center;"><b>April</b></p> <p style="text-align: center;"><b>ONBOARDING</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Identify the reasons for developing and using onboarding strategies</li> <li>2. Identify 3 onboarding strategies that will be useful in your own organization</li> <li>3. Identify why focusing on an employee's "strengths" is an important strategy for a manager</li> </ol>                      | <p style="text-align: center;"><b>May</b></p> <p style="text-align: center;"><b>DECISION MAKING &amp; PROBLEM SOLVING</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Identify the assets and liabilities associated with various of types decision making</li> <li>2. Identify at least 2 problem solving tools and when they can be used</li> <li>3. Identify at least 3 ways to become a better problem solver</li> </ol>   | <p style="text-align: center;"><b>June</b></p> <p style="text-align: center;"><b>COMMUNICATION &amp; FACILITATION</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Describe the importance of effective and professional communication skills</li> <li>2. Recognize communication as a key piece of driving staff engagement</li> <li>3. Identify facilitation strategies for running effective meetings</li> <li>4. Develop and demonstrate effective presentation &amp; facilitation skills</li> </ol> |
| <p style="text-align: center;"><b>July</b></p> <p style="text-align: center;"><b>COURAGEOUS CONVERSATIONS</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Identify when a conversation becomes courageous</li> <li>2. Recognize the seven courageous conversations in healthcare and their impact on strategic goals</li> <li>3. Analyze the steps in courageous conversations</li> <li>4. Demonstrate courageous conversation skills</li> </ol> | <p style="text-align: center;"><b>August</b></p> <p style="text-align: center;"><b>PERFORMANCE IMPROVEMENT</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Define the manager's role and responsibility in performance improvement</li> <li>2. Describe the elements of a "thorough and credible" root cause analysis</li> <li>3. Analyze the following performance improvement tools: SBAR, Brainstorming, Process Mapping, Fishbone Analysis, PDCA, RCA, FMEA</li> </ol> | <p style="text-align: center;"><b>September</b></p> <p style="text-align: center;"><b>FINANCE &amp; BUDGETING</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Describe the importance of cost containment as it relates to Maryland hospital financing</li> <li>2. Identify the importance of good management of costs</li> <li>3. Analyze financial statements, including budgets, income statements, and variance reports</li> </ol>  |
| <p style="text-align: center;"><b>October</b></p> <p style="text-align: center;"><b>HUMAN RESOURCES</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Describe human resources activities</li> <li>2. Review key labor laws and legislation</li> <li>3. Identify employee rights based on the National Labor Relations Act</li> </ol>  | <p style="text-align: center;"><b>November</b></p> <p style="text-align: center;"><b>DISC® BEHAVIORAL STYLES</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Identify the 4 DiSC® behavioral styles</li> <li>2. Determine one's own DiSC® style preferences</li> <li>3. Recognize DiSC® style of staff and others</li> <li>4. Identify the strengths and opportunities of the 4 DiSC® styles</li> </ol>  | <p style="text-align: center;"><b>December</b></p> <p style="text-align: center;"><b>EMPLOYEE ENGAGEMENT</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Define employee engagement</li> <li>2. Identify top employee engagement drivers</li> <li>3. Describe the impact of engagement on performance outcomes</li> <li>4. Identify at least three strategies for engagement action planning based on survey data</li> </ol>  |

# The Maryland Healthcare Education Institute presents Management Boot Camp

MHEI's Management Boot Camp is a monthly leadership development program designed to give that new manager the management basics; how to manage responsibilities, how to manage people, and how to manage finances.

## In-person and Virtual Options

Monthly sessions are held:

**In-person** the 1st Tuesday\* of each month at MHEI Offices in Elkridge, MD from 8:30 a.m. – 3:00 p.m.

Or

**Virtually** the 2<sup>nd</sup> and 3<sup>rd</sup> Tuesdays\* of each month for two, two-hour Zoom sessions from 10:00 a.m. – 12 noon

*\*some exceptions on dates*

# REGISTRATION FORM

### Participant Information:

|  |                   |
|--|-------------------|
| <b>Name:</b>   | <b>Degree(s):</b> |
| <b>Organization:</b>   |                   |
| <b>Position at Organization:</b>   |                   |
| <b>How long in current position:</b>   |                   |
| <b>E-mail:</b>   | <b>Phone:</b>     |
| <b>Please select (X):</b> <input type="checkbox"/> in-person or <input type="checkbox"/> virtual |                   |

### Supervisor Information:

|                |                   |
|----------------|-------------------|
| <b>Name:</b>   | <b>Degree(s):</b> |
| <b>Title:</b>  |                   |
| <b>E-mail:</b> | <b>Phone:</b>     |

Please select the month(s) (X) for registration and circle the month you will begin.

Each month's session is repeated the following year:

|   |  |   |  |  |   |
|---|--|---|--|--|---|
| <input type="checkbox"/><br><b>January</b><br>In-person: 1.4.22<br>Virtual: 1.11.22 & 1.18.22 | <input type="checkbox"/><br><b>February</b><br>In-person: 2.1.22<br>Virtual: 2.11.22 & 2.18.22 | <input type="checkbox"/><br><b>March</b><br>In-person: 3.1.22<br>Virtual: 3.8.22 & 3.15.22      | <input type="checkbox"/><br><b>April</b><br>In-person: 4.5.22<br>Virtual: 4.12.22 & 4.19.22      | <input type="checkbox"/><br><b>May</b><br>In-person: 5.3.22<br>Virtual: 5.10.22 & 5.17.22    | <input type="checkbox"/><br><b>June</b><br>In-person: 6.7.22<br>Virtual: 6.14.22 & 6.21.22    |
| <input type="checkbox"/><br><b>July</b><br>In-person: 7.5.22<br>Virtual: 7.12.22 & 7.19.22    | <input type="checkbox"/><br><b>August</b><br>In-person: 8.2.22<br>Virtual: 8.9.22 & 8.16.22    | <input type="checkbox"/><br><b>September</b><br>In-person: 9.6.22<br>Virtual: 9.13.22 & 9.20.22 | <input type="checkbox"/><br><b>October</b><br>In-person: 10.4.22<br>Virtual: 10.11.22 & 10.18.22 | <input type="checkbox"/><br><b>November</b><br>In-person: n/a<br>Virtual: 11.9.21 & 11.16.21 | <input type="checkbox"/><br><b>December</b><br>In-person: n/a<br>Virtual: 12.14.21 & 12.21.21 |

### REGISTER NOW

To register, please complete the information above and email completed form to Kelly Yost, [kyost@mhei.org](mailto:kyost@mhei.org)

**QUESTIONS?** Please call: 443.561.2027

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

### PROGRAM FEES

\$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