

# Customized Leadership Development

Brought on YOUR campus to YOUR team  
*virtually, in-person or hybrid*

## Leadership Development Series

### Management Boot Camp

6-month series

**Audience:** New Managers

MHEI Management Boot Camp provides new managers and managers new to healthcare with monthly leadership development to build foundational leadership competencies needed to be successful in their roles. Each session is tailored to the challenges and opportunities an inexperienced manager may face in today's ever-changing healthcare landscape:

- Building Relationships
- Finance & Budgeting Basics
- Human Resources
- Hiring for Fit: Behavioral Interviewing
- Managing Performance
- Courageous Conversations

**Virtual:** Two, 2-hour virtual sessions/month

**In-Person:** One, 3-hour session/month

### CORE Leadership

4-month series

**Audience:** All levels of leadership

Today's healthcare leaders need to be able to focus attention on achieving results while working in a culture that may be stuck in old habits. CORE Leadership is about both of those things: Results and creating a culture that works!

- Change Leadership
- Accountability
- Staff Engagement or Patient Engagement
- Collaboration

**Virtual:** Two, 2-hour virtual sessions/month

**In-Person:** One, 3-hour session/month

*All leadership development series include  
 1:1 leadership coaching  
 in-between sessions*

### Physician Leadership

4-month series

**Audience:** Physician Leaders

MHEI's The Practice of Leadership for Physicians prepares physicians for the complex role of leading groups of individuals responsible for accomplishing critical strategic goals within constantly changing organizations. Key components include understanding and skill-building around:

- Leadership Awareness and DiSC Assessment
- Credibility, Values and Paradigms
- Engagement, Communication and Courageous Conversations
- Culture, Change, Accountability and Resilience

**Virtual:** Two, 2-hour virtual sessions/month

**In-Person:** One, 3-hour session/month

**Virtual sessions: 2 hours | In-person sessions: 3 hours**

For more information and to bring MHEI to your team, contact:

**Lyndley Andrews, MBA, PHR, SHRM-CP**

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Looking for an individual leadership development topic?

Below is a catalog of our most requested individual sessions. We can also develop customized sessions and series to best meet the needs of you and your team.

**Virtual sessions: 2 hours | In-person sessions: 3 hours**

## **Accountability: Create Ownership & Achieve Results**

Creating a “culture of accountability” seems to be on every healthcare organization’s agenda. The results an organization achieves can be directly correlated to the level of accountability demonstrated by the members in the organization from the executive offices to the front-line staff. During this interactive session, you will learn key strategies for creating higher levels of ownership and accountability that will drive optimal performance and results in your department and ultimately your organization.

**AUDIENCE: LEADERS/MANAGERS**

## **Action Planning for Staff Engagement**

You have data regarding the levels of staff engagement. Now what are you going to do with it? MHEI partners with your team to review staff engagement scores and develop an action plan document that contains detailed steps and tactics to accomplish specific goals connected to targeted performance objectives regarding staff engagement.

**AUDIENCE: LEADERS/MANAGERS**

## **Adapting to Crisis Standards of Care in a Non-Clinical Role – Changing Roles & Expectations**

“All hands on deck” in times of crisis can involve redeploying staff to new or different roles that may require additional communication and interpersonal skills. This session is designed for the healthcare worker who has been “behind the scenes” providing valuable services and has now been asked to take on a different role that involves interacting with patients, families, and visitors, as well as different departments and areas of their organization.

**AUDIENCE: LEADERS/MANAGERS & STAFF**

## **Bringing “Just Culture” to Life: Strategies to Support a Just and Learning Organization**

A Just and Learning Culture creates a system of shared accountability across all levels and supports a High Reliability Organization (HRO). Staff and leaders are encouraged to report errors, hazardous conditions and unsafe behaviors in order to learn and improve. In this session, the three types of behavior: human error, at-risk behavior and reckless behavior will be analyzed and responses to each behavior will be discussed with application to real-life scenarios.

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## Building Employee Relationships

Leadership is relationship! Relationships are key to a leader'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.

**AUDIENCE: LEADERS/MANAGERS**

## Coaching Essentials

Coaching is a key component of talent development efforts to guide others to improve performance. A leader's ability to develop staff and maximize their growth strengthens units, departments and organizations. Participants will identify the role and responsibilities of a coach, essential coaching competencies, and provides tools, strategies and real-world practice to enhance a leader's coaching skills in order to lead through change and achieve results.

**AUDIENCE: LEADERS/MANAGERS**

## Communication and Facilitation

We often take communication as a given but leaders who are quickly exposed to key principles of communication will avoid greater difficulties later. In this session the basics of effective and professional communication will be shown, as well as the basics of facilitation skills. Real-life application and role playing will allow participants to apply the learning directly to their current situations.

**AUDIENCE: LEADERS/MANAGERS**

## Courageous Conversations

Being able to have effective conversations in our organizations improves relationships and creates accountability. This interactive session is MHEI's #1 requested program and teaches skills for creating alignment and agreement by fostering open dialogue around high stakes, emotional, or risky topics – at all levels of your organization.

**AUDIENCE: LEADERS/MANAGERS & STAFF**

## Creating a High Reliability Organization (HRO): The Foundations

A high reliability organization is an organization, that despite operating in a high stress, high-risk environment continually manages their environment mindfully, adopting a constant state of vigilance resulting in the fewest number of errors. High reliability, in an environment of uncertainty and risk, can strengthen a person's performance, improve the function of a team, and move an organization forward through uncertainty. This session will explore the foundational components of a HRO and leadership strategies to move your organization forward on the journey.

**AUDIENCE: LEADERS/MANAGERS & STAFF**

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## **DiSC® Behavioral Styles: Team Building**

In this customized session, your team members will complete the DiSC® behavioral styles inventory leading to enriched discussion of each individual's own style as well as the style of others. Armed with this knowledge, your team will gain an understanding of how others behave and, more importantly, how to use that knowledge to be more effective in their interactions.

**AUDIENCE: LEADERS/MANAGERS & STAFF**

## **Driving Results: Staff Engagement**

When clinical and non-clinical staff feel discouraged, disempowered and disengaged they perform at a sub-optimal level. This session focuses on evidence-based leadership strategies designed to increase employee engagement and ultimately the patient experience.

**AUDIENCE: LEADERS/MANAGERS**

## **Finance and Budgeting Basics**

Healthcare organizations are tasked each year with accomplishing more with less resources. Being a good financial steward is a critical component of leadership, especially in the current complex healthcare environment. MHEI partners with your Senior Leadership and Finance teams to customize this program based on the needs of your organization.

**AUDIENCE: LEADERS/MANAGERS**

## **Foundations in Human Resources**

Leaders have a responsibility to understand the basics of human resources legal issues and employment laws. This session provides an introductory overview of key HR topics and issues to help leaders effectively approach the challenging issues and everyday situations that they may face in their organization.

**AUDIENCE: LEADERS/MANAGERS**

## **Hiring for Fit: Behavioral Interviewing**

Set the stage for engagement by selecting candidates who are the "right" fit for your organization's culture. Employees who are committed to the mission, vision and values of your organization are key drivers of engagement. MHEI partners with your HR and Talent Acquisition teams to customize this interactive session based on your organization's interview process.

**AUDIENCE: LEADERS/MANAGERS & STAFF**

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## Leading from the Middle

You are good at your job, at the tasks you've been trained to do, and at the craft you have spent years honing, so you get promoted to a formal leadership position—a leadership position that sits in the middle of the organization. Does this describe you, or maybe leaders in your organization? This session will help you recognize the impact of leading

from the middle and will examine methods and strategies to grow and leverage that impact!

**AUDIENCE: LEADERS/MANAGERS**

## Leading with Emotional Intelligence

Great leadership works through the emotions. This session explores Daniel Goleman's work in Emotional Intelligence and the powerful role of emotions in the workplace. By the end of this session, participants will identify strategies that set the best leaders apart from the rest – not just in tangibles such as better business results but also in the all-important intangibles, such as building relationships, motivation, engagement and commitment.

**AUDIENCE: LEADERS/MANAGERS**

## Leveraging and Leading Change

How a leader promotes and handles change can impact not only the success of an organizational change, but the level of confidence and trust in leaders of that organization. This session focuses on helping leaders plan and implement change effectively by providing both a roadmap and tools for managing resistance and leading change successfully.

**AUDIENCE: LEADERS/MANAGERS**

## Mastering Civility: Building Positive Relationships Within Your Organization

Civility is a hot topic in healthcare as leaders and organizations strive to create respectful, thriving work environments to provide high-quality patient care. A civil workplace improves employee engagement, retention and patient satisfaction. In this session, we will explore the research and work of Dr. Christine Porath, author of Mastering Civility: A Manifesto for the Workplace and co-author of The Cost of Bad Behavior and identify specific strategies to leverage positive relationships within your organization.

**AUDIENCE: LEADERS/MANAGERS**

## 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.

**AUDIENCE: LEADERS/MANAGERS**

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## **Onboarding Best Practices**

You selected the right candidate, now learn how to set them up for success with onboarding best practices. 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 a department-specific onboarding and orientation plan.

**AUDIENCE: LEADERS/MANAGERS**

## **Robust Performance Improvement (PI) Tools**

If you are interested in improving the efficiency of your department, this introductory session will help you focus on critical areas of need, giving you tools to make evidence-based improvement quickly. Participants will learn the Joint Commission's guidelines and expectations around process improvement as well as a handful of key LEAN improvement tools.

**AUDIENCE: LEADERS/MANAGERS**

## **Rolling Out Resiliency: Quick Tools for Reigniting Your Team**

Resiliency is a critical skill for healthcare staff, clinical and non-clinical alike, to develop and use. MHEI customizes this program, using the research of Dr. Bryan Sexton of Duke University, to meet your organization's specific challenges and strengthen your team's ability to cope individually and collectively. This results in increased morale, teamwork, and overall engagement within your department and organization.

**AUDIENCE: LEADERS/MANAGERS & STAFF**

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