

# Customized Leadership Development

**Customized Leadership Development - Delivered Your Way**  
*On your campus. For your team. Virtual or in-person.*

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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**

## **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**

## **Compassionate Leadership**

Leaders, staff, and physicians have been placed in unprecedented situations demanding a renewed focus on culture, engagement, and retention. You do not have to look far to see signs of compassion fatigue, disengagement, low morale, and even burnout among the caregivers we count on to deliver excellent care across the continuum. In healthcare we strive to be consistently compassionate; however, sometimes our intention is not perceived the same way. Join as we explore evidence-based leadership strategies that will strengthen your connection with staff and will positively impact engagement and retention.

**AUDIENCE: LEADERS/MANAGERS**

## **Compassionate Care: Patient-centered Service Excellence**

This professional development session equips healthcare leaders and staff with the awareness, skills, and practical tools needed to recognize implicit bias and deliver compassionate, equitable care to patients. Participants will explore how stigma and judgment impact patient safety, trust, and outcomes, and will learn communication strategies that align with patient-centered service excellence. Through guided discussion and real-world application, participants will build self-awareness and strengthen their ability to engage with patients in a respectful, culturally responsive manner. The session introduces actionable communication strategies that support service excellence, foster trust, and enhance the overall patient experience.

**AUDIENCE: LEADERS/MANAGERS & STAFF**

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## **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 Psychological Safety**

Psychological Safety is the belief that one can speak up, ask questions and make mistakes without fear of humiliation or retribution. It is critical to improving communication, reducing errors and enhancing employee engagement. Psychological Safety is foundational in becoming a Highly Reliable Organization and creating a Just Culture. Participants in this session will explore how leadership behaviors influence the team's climate and learn practical techniques to create a culture where every voice is valued.

**AUDIENCE: LEADERS/MANAGERS**

## **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 workshop 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**

## **Focusing When Frazzled**

Healthcare leaders operate in an environment of constant pressure, staffing shortages, competing priorities, emotional strain, and rapid decision-making. Focusing When Frazzled is a practical, skill-based training designed to help leaders regain clarity, composure, and control in high-stress moments. This session equips leaders with evidence-based strategies to manage cognitive overload, regulate emotional responses, and stay focused when it matters most.

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## **High Reliability Organization (HRO) Journey: The Foundations of Creating an HRO**

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**

## **High Reliability Organization (HRO) Journey: Bringing Just Culture to Life**

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.

**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 and values. 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**

## **Lead the Future: Igniting Emerging Leaders**

You have strong, high-performing individual contributors that may be key to the future of your organization. This session explores opportunities to identify those who show an interest and potential for moving into a formal leadership role. Discussion around key leadership competencies needed for success in the areas of communication, change, teamwork and collaboration will be reviewed along with ways to support the transition from staff member to leader.

**AUDIENCE: LEADERS/MANAGERS**

## **Leading Across Generations**

Leading across generations can present challenges given different characteristics and styles of each generation. In order to build cohesive teams, we must recognize the different perspectives, needs and motivators of a multigenerational workforce. This session will enhance understanding and collaboration among teams with different generational backgrounds. We will explore characteristics, values and work styles of each generation, along with opportunities to leverage the strengths of each generation.

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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**

## MHEI's Preceptor Academy

Preceptors take on the vital role of orienting new staff to their roles as well as onboarding new staff to the culture of the department and organization. MHEI's Preceptor Academy is designed to engage and grow current and future preceptors with key education, tools, and strategies to foster a strong preceptor/orientee relationship. During this interactive virtual training session, real-world scenarios will be used to examine adult learning principles, analyze various learning methodologies and apply strategies for giving and receiving feedback.

**AUDIENCE: LEADERS/MANAGERS & PRECEPTORS**

## Rediscovering Joy in the Workplace

This session is designed to empower healthcare professionals with the tools and strategies needed to foster resilience and fulfillment in their work environment. This interactive program emphasizes the importance of strengthening workplace relationships, creating a positive mindset and discovering meaning in work. This session is ideal for healthcare workers at all levels who are looking to revitalize their workplace experience.

**AUDIENCE: LEADERS/MANAGERS & STAFF**

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## **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**

## **Stay Interviews: A Strategic Tool for Employee Retention**

Employee retention begins with meaningful connection. This interactive training program equips leaders and managers with the skills and confidence to conduct effective stay interviews—intentional conversations that uncover what keeps employees engaged and what might cause them to leave. Participants will learn how to create trust-based dialogue, identify actionable retention drivers, and use stay interviews as a proactive strategy to boost engagement, morale, and organizational commitment.

**AUDIENCE: LEADERS/MANAGERS**

## **Stress First Aid**

Stress First Aid is a practical, evidence-based framework designed to help healthcare leaders and staff recognize and address stress reactions in themselves and their colleagues. This session will equip participants with tools to identify early warning signs of distress, take supportive action and promote recovery and resiliency in high-pressure healthcare environments.

**AUDIENCE: LEADERS/MANAGERS & STAFF**

## **Looking for Something Specific?**

Don't see the exact topic or content you're looking for?

We offer customized leadership development sessions and series tailored to your organization's unique goals and challenges. Whether you're looking to strengthen team dynamics, build communication skills, or support leaders at all levels — we'll work with you to design a session that fits.

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

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