

LEADERSHIP DEVELOPMENT

COURSES FOCUSED ON MANAGING & LEADING



Self	Process	Associates	Teams
<ul style="list-style-type: none"> Developing capability or potential Achieving self-fulfillment 	<ul style="list-style-type: none"> Improving work flow Process improvement Using tools, procedures, and resources 	<ul style="list-style-type: none"> Managing & improving staff performance Motivating individuals Setting expectations 	<ul style="list-style-type: none"> Selecting new members Motivating a team Addressing team issues & low AOS scores

OhioHealth continues to invest in and support all associates by providing education through OhioHealth University.

This quarterly listing of courses is just a sampling of the many resources available to you as an OhioHealth associate.

TAKE ADVANTAGE OF A LEARNING OPPORTUNITY TODAY!

Courses	Length	JAN.	FEB.	MAR.
▲ Asserting Your Ideas	3 hrs	15		
▲ Building Trust	3 hrs	15		
▲ Conducting Effective Meetings	3 hrs			19
▲ Conducting Performance Evaluation Conversations	3 hrs	29		
▲ Conflict Management for Staff	8 hrs	14		
▲ Crucial Conversations	8 hrs	7	17	19
▲ Delegating and Monitoring	4 hrs		27	
▲ Getting Started As A New Leader	4 hrs	20		11
▲ Leveraging Diversity: Moving Beyond Awareness to Skill	8 hrs	13	18	17
▲ Handling the Media Interview	4 hrs		26	
▲ Personal Empowerment	4 hrs		25	
▲ Positive Workforce Relations				3 & 4 11 & 12 18 & 19 25 & 26
	2 hrs			
▲ Positive Workforce Relations New Manager Sessions	4 hrs			5 & 20
▲ Right From The Start	4 hrs		10	
▲ Work Life Balance	8 hrs		13	
▲ Writing Performance Evaluations	3 hrs	29		
Courses w/ Multiple Sessions	Length	JAN.	FEB.	MAR.
▲ New Leader Orientation	16 hrs 2 days		4 & 5	
▲ Leadership Skills for Success – Level I	18 hrs 3 days		19	5 & 12
▲ Leadership Skills for Success – Level II	18 hrs 3 days	13 & 27	3	
▲ The Self Aware Leader	16 hrs 4 days	22 & 29	5 & 12	

CLASSROOM COURSES

COURSES FOCUSED ON MANAGING- SELF

LEADERSHIP SKILLS CAN HELP YOU:

- Have your point heard
- Strengthen your effectiveness at leading others
- Become aware of how your own beliefs & emotions impact your leadership
- Better handle difficult conversations
- Conduct effective meetings
- Build trust amongst your team

ASSERTING YOUR IDEAS

Course: OD3145

Helps you achieve your desired outcomes without infringing on others. Learn how to utilize specific assertive behavioral skills to help get your point heard. Develop a specific plan of action for how to deal with a real-world problem you are currently facing back on the job.

GETTING STARTED AS A NEW LEADER

Course: OD3180

Arms new leader with the knowledge and skill you need to confront the challenges associated with getting your footing-and getting results more quickly-in your new leadership role. You learn how to focus time and efforts on tasks that are most important to the organization's success. New leader learns an approach that will accelerate your ability to achieve results through others.

THE SELF AWARE LEADER

Course: OD3189

Do you know your impact on others as a leader? Would understanding yourself, your beliefs, emotions and behaviors improve your leadership? Star leaders are those who are able to understand and manage themselves, and therefore understand others. Their self awareness is high. Whether you are an informal or formal leader this four-session program will help you understand what influences your emotions and how this impacts your behavior and leadership.

CRUCIAL CONVERSATIONS

Course: OD3109 v2.

Crucial conversations take place when opinions differ, emotions are at the surface, and stakes are high. Reviews a model for conducting effective conversations that includes understanding dialogue, starting with heart, focusing on what you want, refusing "suckers' choices", and mastering stories. Learn how a feeling of safety improves the use of dialogue and how to prevent slipping into an ineffective communication style when under stress.

HANDLING THE MEDIA INTERVIEW

Course: NR1249

Knowing how to act when the camera is "rolling" or how to handle a tough question from an aggressive reporter are some of the skills taught in media training. You will learn tips from seasoned media professionals on how to successfully handle a media interview even in emergency situations. You will also learn how the media relations team works at OhioHealth.

DELEGATING AND MONITORING

Course: OD3205

Develop skill in delegating authority and tasks to others. Assess your own delegating style and explore ways to gain associate commitment to accept new responsibilities. Builds skills in evaluating, establishing, and implementing effective monitoring systems.

HAVE IDEAS?

OhioHealth University is continually developing new courses to meet the learning needs of our associates.

If you would like to suggest possible topics that you would find beneficial to your ongoing leadership skills development, you can submit an Educational Development Request (EDR) on the OhioHealth University website at:

www.ohu.ohiohealth.com

Or

Call 566-5512



PERSONAL EMPOWERMENT :TAKING THE INITIATIVE

Course: OD3206

Seeks to change the mind-set that empowerment is something that is given. It helps you see that you can and should look for improvement opportunities.

WORK LIFE BALANCE

Course: EW2160

Living in a time of complexity can awaken the desire for simplifying day to day life and having greater work life balance. Learn the inner aspects of work life balance as well as practical ways to support living a more balanced life in the today's complex, fast-paced and demanding work environment.

COURSES FOCUSED ON MANAGING- PROCESS

NEW LEADER ORIENTATION

Course: OD3005

Reinforces the importance of your role in promoting the mission, vision and values that make up the OhioHealth culture. Introduces the various OhioHealth processes, functions, contacts and programs that a new manager will need to know quickly in a new role.

CONDUCTING EFFECTIVE MEETINGS

Course: OD3105

Meetings can either be the bane of associate life or they can help facilitate the cooperation needed to efficiently and effectively work together. Improve the effectiveness of any meeting conducted at OhioHealth by learning how to use four simple techniques to get the most from each stage of the meeting process.

RIGHT FROM THE START

Course: OD3024

Right from the Start presents OhioHealth's best practices around selecting, hiring and on-boarding the right people and making them feel welcome and supported in their new work environment. Learn about the process, guidebook and tools for behavioral interviewing, communication, setting expectations and coaching new associates through their first 90 days.

COURSES FOCUSED ON MANAGING- ASSOCIATES

BUILDING TRUST

Course: OD3144

Prepare and plan for initiating and supporting trust in your workplace by applying six trust-building practices and behaviors to your work environment. Communication and involvement techniques that sustain trust will be practiced as well.

CONDUCTING PERFORMANCE EVALUATION CONVERSATIONS

Course: OD3039

Managers and associates both become anxious when it comes to the evaluation discussion. Learn how to reduce anxiety, involve and energize the associate, provide constructive feedback in a positive way, identify future expectations, and motivate the associate during the discussion. Learn how to deal with counterproductive behaviors that may arise during the meeting.

YOUR LEADERSHIP DEVELOPMENT JOURNEY CAN HELP YOU WITH:

- **Assessment** - just how good a leader are you?
- **Change** - the root of all leadership challenges
- **Coaching & Mentoring**- believing in, helping and advising others
- **Patient Centricity** - the leader's role in serving patients
- **Innovation** - without this, Leaders can't succeed
- **Knowledge** - how to spread the learning to get better results
- **Strategy** - the essential set of choices leaders make
- **Teamwork** - the main paradigm of how we work today
- **Trust** - the bedrock of interdependence



WRITING PERFORMANCE EVALUATIONS

Course: OD3028

Learn to write the actual performance evaluation in an accurate, descriptive and defensible manner. In addition, review how to write SMART goals and performance objectives. Write clear expectations for behavioral standards or competencies expected. Also learn key ways to reduce rater bias including documentation of data and behavioral observations throughout the evaluation period.

COURSES FOCUSED ON MANAGING- TEAMS

CONFLICT MANAGEMENT FOR STAFF

Course: OD3036

Learn what conflict is and how to manage it by applying specific interpersonal communication skills. Examine five conflict handling modes and assess your own techniques. Case studies will relate conflict management to specific, difficult on-the-job situations.

POSITIVE WORKFORCE RELATIONS

Course: OD3071

Manager's review is a fast paced session that includes healthcare specific information on the new labor movement, associate issues and a brief overview of current legislation and laws surrounding associates' rights. Review strategies to maintain positive associate relations within OhioHealth so that our associates believe that outside advocacy is unnecessary.

LEADERSHIP SKILLS FOR SUCCESS, LEVELS 1 & 2

This two-level, multi-week leadership program replaces the former leadership course, Quality Management Skills (QMS). The targeted curriculum includes a combination of classroom and online coursework to meet the particular needs of the individual, depending on current level of leadership experience. The two levels include:

Level 1: ESSENTIALS OF LEADERSHIP

Course: OD3176

Level 1 is primarily targeted to new managers with less than two years of management experience who have had little or no formal management training in their background. Learn to build trust on your team, the basics of coaching, conflict resolution and setting performance expectations.

Level 2: ADVANCED MANAGEMENT SKILLS

Course: OD3177

Level 2 is primarily targeted to managers with more than two years of management experience. Learn how to motivate and influence others, make decisions, and lead successful change initiatives.

LEVERAGING DIVERSITY: MOVING BEYOND AWARENESS TO SKILL

Course: EW2009

Diversity is about creating an environment in which each person's uniqueness is recognized and valued as an asset to the organization. Learn the impact of shifting demographics in our community that impact our need to provide culturally responsive care. Information and exercises stress protocols to decrease barriers in cross-cultural interactions with patients and associates and resolve conflicts through understanding and acceptance of cultural differences.

ON-LINE COURSES FOR ALL ASSOCIATES

Managing and Leading...



Self	Process	Associates	Teams
Achieving Personal Goals	Business Writing Basic	Applying Emotional Intelligence in the Workplace	Becoming An Effective Team Member
Balancing Work and Family	Interviewing Job Candidates	Appreciating Personality Differences	Solving Problems as a Team
Basics of Effective Communication	Leading Effective Meetings	Building Strong Customer Relationships	Team Building & Problem Solving
Managing Stress	Managing Projects	Conflict Intervention	Valuing Diversity
Presentation Skills	Organizing Your Workplace	Dealing with Difficult Customers	Working with an Interdisciplinary Team
Recognizing and Avoiding Burnout	Time Management	Preventing Sexual Harassment	
Recognizing and Managing Anger			

On-line course and classroom course information is available by logging on to the OhioHealth University learning management system (LMS) which can be accessed by going to:

www.ohu.ohiohealth.com

VISIT THE OHIOHEALTH UNIVERSITY WEBSITE FOR A COMPLETE LISTING OF THESE AND MANY ADDITIONAL COURSES!

[www.ohiohealth.com](http://www.ohu.ohiohealth.com)





LEADERSHIP DEVELOPMENT

To SEARCH & REGISTER FOR CLASSES:

- From the OhioHealth intranet, click on the OhioHealth University tab or click on this link: <http://ohcu.ohiohealth.com>
- Log in to the LMS by using your Employee ID number for both User ID and Password
- From your "Assigned Courses Page " Click the "Catalog Tab" at the top of the page
- Type the name of your course in the "Browse" box and click "Search"
- From the "Search Results" click on the "Course Name" link and click on "Show Class Schedule"
- Register for class by clicking on the "Register" link.

For more information about the selected class, click "Detail"

NEED ASSISTANCE?

- ▶ For technical help using the LMS, contact Organizational Development at **566-5512**, option 0, or e-mail ohcu@ohiohealth.com
- ▶ For technical and PC support call the OhioHealth Customer Support Center (CSC) at **566-HELP** (4357)

QUESTIONS ABOUT CURRICULUM OR COURSE CONTENT?

Contact:

- Sue Hiser, Team Leader, Leadership Development 566-4575
- Joe Dorrian, Leadership Development Specialist 566-3687
- Robert Salley, Development Specialist 566-3943
- Myrtle Spruiel, Education Coordinator 566-5165

Inspiring Learning!
www.ohu.ohiohealth.com

Please print and post this list of available courses as a hard copy Course Catalog to share with all your associates.

