



Healthcare Middle Manager Virtual Training

Presented as two half-day sessions

Nov. 2 & 3, 2022

This program is designed to empower the informal and formal middle manager to successfully lead their responsible areas and achieve strategic goals. During this program, expert faculty will address concepts associated with middle management, including multi-divisional communication, financial management, conflict resolution and strategies to successfully transition from peer to supervisor.

Who should attend

- Operations managers and specialists
- Clinical, quality and other mid-level managers and supervisors

To register:

hanys.org/education_events

Program fees

Member:

Individual: \$250
 Group of 5 individuals: \$1,000
 Group of 10 individuals: \$1,750

Non-member:

\$350 per person



Questions?

About registration: learning@hanys.org

About the program: Erin Gretzinger | egretzin@hanys.org

HANYS' 2022 Healthcare Middle Manager Virtual Training



Day One: Nov. 2

Noon – 12:15 p.m.

Opening remarks

Kathleen Rauch, RN, MSHQS, BSN, CPHQ, Vice President, Quality Advocacy, Research and Innovation and Post-acute/Continuing Care, HANYS

12:15 – 1:10 p.m.

Becoming a leader

Cathleen Wright, DNS, RN, Director, Statewide Hospital Quality Improvement, HANYS

Describe the forces that govern a leader's role.

Learning objectives:

- identify various leadership styles;
 - manage former peers;
 - understand issues faced in the role;
 - master common issues;
 - successfully assign responsibility to others; and
 - interpret the benefits of succession planning.
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1:10 – 1:20 p.m.

Break

1:20 – 2:50 p.m.

Impactful communication

Joanne Trotta, Managing Partner, Leaders Edge Inc.

Explore ways to effectively communicate multi-directionally. Building on the concepts of situational leadership, outline techniques for active listening, giving feedback, managing conflict and exploring nuances of communicating virtually and in person.

Learning objectives:

- increase self-awareness regarding communication style and approach;
 - learn more effective ways to communicate, present ideas and engage others;
 - identify small changes that can improve communication and active listening skills; and
 - enhance conflict management skills to proactively prevent misunderstandings and resolve issues.
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2:50 – 3 p.m.

Closing remarks

Lauren Ashley, RN, MSN, MBA, CPHQ, Senior Director, QARI, HANYS

Day Two: Nov. 3

Noon – 12:10 p.m.

Opening remarks

Erin Gretzinger, CPHQ, Director, QARI, HANYS

12:10 – 1:10 p.m.

Partnering with human resources

Susan Hoffman, SPHR, SHRM-SCP, Vice President, Human Resources, HANYS

Recognize the resources and support that human resources brings to the management role.

Learning objectives:

- understand compliance with employment laws;
 - explain strategies for hiring and keeping the best staff;
 - develop ways to keep staff engaged;
 - summarize methods to coach for success; and
 - discuss how to handle employee issues.
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1:10 – 1:20 p.m.

Break

1:20 – 2:15 p.m.

Finance and budgeting

Cathleen Wright, DNS, RN

Outline how to manage funds and financial resources and develop a budget.

Learning objectives:

- summarize different types of budgets: operational, personnel, capital;
 - develop a budget and examine financial resources in accordance with budget parameters; and
 - formulate strategies to determine resource needs/costs to manage allocation of funds.
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2:15 – 2:55 p.m.

Role in quality improvement and patient safety

Kathleen Rauch, RN, MSHQS, BSN, CPHQ

Identify how to focus staff efforts and improve processes to effectively achieve organizational strategic goals.

Learning objectives:

- cite the skills, tools and resources a manager needs to lead quality improvement efforts in their department; and
 - relate organizational strategic goals to department initiatives.
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2:55 – 3 p.m.

Closing remarks

Erin Gretzinger, CPHQ

CANCELLATIONS AND SUBSTITUTIONS:

Substitutions are permitted and encouraged, including on the day of the event. Cancellations should be made in writing to learning@hanys.org. Cancellations received by 5 p.m. on Oct. 26 are subject to a \$50 administrative charge. Registration fees for cancellations received after 5 p.m. on Oct. 26 or for failing to attend will be forfeit.