



# Healthcare Middle Manager Virtual Training

Presented as two half-day sessions

**MAY 3 & 4, 2023**

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](https://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](mailto:learning@hanys.org)

About the program: Erin Gretzinger | [egretzin@hanys.org](mailto:egretzin@hanys.org)

# HANYS' 2023 Healthcare Middle Manager Virtual Training



## Day One: May 3

Noon – 12:15 p.m.

### Opening remarks

**Kathleen Rauch, RN, MSHQS, BSN, CPHQ, Vice President, Quality Advocacy, Research and Innovation and Post-acute and 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;
  - successfully assign responsibility to others; and
  - interpret the benefits of succession planning.
- 

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.
- 

2:50 – 3 p.m.

### Closing remarks

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

## Day Two: May 4

Noon – 12:10 p.m.

### Opening remarks

**Erin Gretzinger, CPHQ, Director, QARI, HANYS**

---

12:10 – 1:20 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.
- 

1:20 – 1:30 p.m.

### Break

---

1:30 – 2:35 p.m.

### Finance and budgeting

**Lauren Ashley, RN, MSN, MBA, CPHQ**

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.
- 

2:35 – 2:55 p.m.

### Middle managers in healthcare

**Lauren Ashley, RN, MSN, MBA, CPHQ | Erin Gretzinger, CPHQ**

Open forum discussion about the role middle managers play in healthcare and what they need to be successful.

#### Learning objectives:

- discuss benefits and barriers associated with this role; and
  - identify the resources and tools needed to enhance professional growth and development for those serving in this role.
- 

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](mailto:learning@hanys.org). Cancellations received by 5 p.m. on April 26 are subject to a \$50 administrative charge. Registration fees for cancellations received after 5 p.m. on April 26 or for failing to attend will be forfeit.