FEBRUARY 17
Managing Performance Expectations to Promote Accountability
In this “do more with less” era, organizations need to implement effective accountability systems based on a positive approach. This program, presented by Alan Krieger, President of Krieger Solutions, LLC, a training and consulting firm based in New York’s Capital Region, presents tools and strategies to help leaders hold staff accountable and motivate them to achieve high performance.

APRIL 14
Reducing Workplace Bullying
The health care workplace is not immune to interpersonal torment, and bullying is maintained by leaders’ inappropriate responses when it is reported. This program counters conventional wisdom by offering new ways to think about stopping bullying. Dr. Gary Namie, North America’s foremost authority on workplace bullying, explains how bullying affects patient care and outcomes. He explores the defining characteristics of bullying, profiles the players, and encourages audiences to evaluate routine behavior. Dr. Namie also describes a three-factor systemic model that enables a “culture of safety” to be deliberately planned and implemented.

JUNE 16
Social Media and its Implications for Health Care Leaders
Facebook, MySpace, Twitter, LinkedIn—you should be familiar with these terms because your employees know them and are using them. This program, presented by John M. Bagyi, Esq., Deputy Managing Attorney of Bond, Schoeneck & King, discusses these emerging uses of technology, how and why social media may be a valuable tool when appropriately used, and what managers and leaders should know about how your employees are using social media.

AUGUST 18
Managing Effectively in a Diverse Environment
One trait possessed by every successful health care leader is the ability to interpret accurately the needs and motivational styles of team members and colleagues. In this program, Sondra Thiederman, Ph.D., President of Cross-Cultural Communications, focuses on how conscious and unconscious biases interfere with the decision-making process and demonstrates how to minimize their impact on our ability to lead effectively.

OCTOBER 20
True to Core: Common Sense Values for Effective Leadership
Drawing on a foundation of core values, this program teaches, validates, and supports the importance of key principles and skills such as self-responsibility, organizational accountability, integrity, professionalism, personal respect, forgiveness, and attitude as they pertain to one’s personal and professional success, and the success of others. Presented by Jay Rifenbary, this program offers tools that can contribute to a higher level of productivity and performance for a more balanced and fulfilling career and life.

DECEMBER 15
Getting More Done With Fewer People
Time management is not about squeezing more into the day; good leaders understand the importance of spending time productively toward the accomplishment of organizational goals. Managing the clock is not the answer—employees can learn how to manage their time. Laura Stack, M.B.A., C.S.P., explains how to coach employees to peak performance, manage meetings, improve process efficiencies, craft communication protocols governing the use of technology, and model effective personal productivity behavior.

The Healthcare Association of New York State (HANYS) continues The Journey to Leadership Success Series of workforce educational programs with bi-monthly Webconferences focused on recruiting and retaining staff, developing leaders, improving culture, and fostering staff engagement.

Each program is held the third Thursday of every other month, from 10 to 11:30 a.m. Information and registration are available online at www.hanys.org/events.