

2019 Workshop for Executive Assistants to the C-Suite and Board Coordinators

Program Agenda

TUESDAY, JULY 9 | Registration begins at 5 p.m.

6 p.m.

Cocktails and *Courageous Intentions*

AVON SCHERFF, Director, Employee Benefit Services, HANYS Benefit Services

Imagine. Inspire. Ignite.

Kick off this year's workshop by joining your colleagues for an engaging and thought provoking workshop designed to help you discover what will bring you closer to your "Best Self," and how that will impact your attitude, approach and actions.

7 p.m. | DINNER

WEDNESDAY, JULY 10

7:30 a.m. | BREAKFAST

8 a.m.

Welcome and Opening Comments

PAULA JACOBSON, Director, Member Relations,
HANYS

HANYS President's Message: The 2019 Healthcare Landscape

BEA GRAUSE, President, HANYS

Bea Grause will provide an update on key state and federal policy issues impacting hospitals and health systems.

9 a.m.

KEYNOTE SESSION AND WORKSHOP

Working as One: Bridging and Minding Generational Gaps

AMELIE KARAM, Speaker and Consultant,
ameliekaram.com

There is a "changing of the guard" in the workplace. Boomers are retiring at an accelerated rate and Generation X and Millennials are filling the void. This session will help attendees clearly understand and think about how different generations respond in the workplace and how to use those generational differences to create more favorable work environments. After hearing the keynote, the group will undertake facilitated problem-solving activities to examine personal strengths and weaknesses in dealing with and bridging generational gaps, and construct a S.M.A.R.T. (specific, measurable, attainable, relevant and timed) goal.



11:15 a.m.

The CEO Perspective

JAMES REED, MD, President and CEO,
St. Peter's Health Partners

Ever wonder what the CEO is thinking? Dr. James Reed, president and CEO of St. Peter's Health Partners in Albany, will provide the CEO's perspective about working in the c-suite with administrative professionals and executive assistants, characteristics of highly effective EAs and recommended ways for EAs to engage in professional development and leadership opportunities to improve and enhance their skills.

11:45 a.m. | LUNCH

12:30 p.m.

Communications Workshop

DIANE CAMERON, Director, Development,
Unity House of Troy

This fun and engaging workshop will sharpen your communication skills and strategies for internal and external audiences, and demonstrate how to use your communication skills with team members. We'll look at how to communicate effectively in the workplace, how to be a better listener and discuss what obstacles get in the way of good communication – especially when using technology.

Ms. Cameron will also show you the best ways to handle difficult situations. When communication breaks down, what's your contingency plan, and how do you handle charged situations? Come learn and laugh as Ms. Cameron teaches you her best tips for communicating effectively.

2 p.m.

Governance

SUE ELLEN WAGNER, Executive Director, Healthcare Trustees of New York State and Vice President, Community Health, HANYS

Learn about some of the new governance structures being developed as systems continue to grow. You will also hear about challenges that hospitals and health systems continue to face.

2:30 p.m.

Emergency Preparedness

CHRIS SMITH, Director, Emergency Preparedness,
HANYS

This presentation will focus on emergency preparedness concepts that apply to both home life and your position in a hospital. Information will be provided on a hospital's overall emergency management program, and what is required of hospitals related to emergency preparedness and what your role might be during emergencies.

3 p.m.

Closing Remarks and Adjourn