



Healthcare Middle Manager Virtual Training

Presented as two half-day sessions

Oct. 20 & 27, 2020

This program is designed to empower the informal and formal middle manager to successfully lead their responsible areas and achieve strategic goals. During this session, 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/middle_mgr

Program fee

\$250 for HANYS members
\$350 for non-members

Questions?

About registration: learning@hanys.org

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



HANYS' 2020 Healthcare Middle Manager Virtual Training



Day One: Oct. 20

Noon – 12:15 p.m.

Opening Remarks

Loretta Willis, RN, BSN, CPHQ, CCM, Vice President, Quality Advocacy, Research and Innovation and Post-Acute/Continuing Care, HANYS

12:15 – 1 p.m.

Becoming a Leader

Cathleen Wright, DNS, RN, Nursing and Quality Leader

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 p.m. – 1:10 p.m.

Break

1:10 – 2:50 p.m.

Expert Manager Communication Skills

Louis Sacco, BA, MBA, Senior Learning Consultant, The Madison Consulting Group

Identify ways to effectively communicate multidirectionally and within a multi-generational department.

Outline techniques and strategies for managing conflict at multiple levels and with various stakeholders.

Learning objectives:

- Discuss generational differences and understand similarities;
 - Cite the various sources of conflict in the workplace;
 - Identify your preferred conflict style;
 - Develop and practice active listening skills; and
 - Communicate to proactively address conflict before it becomes problematic.
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2:50 – 3 p.m.

Closing Remarks

Kathy Rauch, RN, MSHQS, BSN, CPHQ, Senior Director, QARI, HANYS

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. 13 are subject to a \$50 administrative charge. Registration fees for cancellations received after 5 p.m. on Oct. 13 or for failing to attend will be forfeited.

Day Two: Oct. 27

Noon – 12:10 p.m.

Opening Remarks

Loretta Willis, RN, BSN, CPHQ, CCM

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 – 2:05 p.m.

Finance and Budgeting

Leslyn E. Williamson, DNP, MSN, MPH, RN, NEA-BC, Chief Operating Officer and Chief Nursing Officer, Ellis Medicine

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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2:05 – 2:50 p.m.

Role in Quality Improvement and Patient Safety

Kathy 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 needed by a manager to lead quality improvement efforts in their department; and
 - Relate organizational strategic goals to department initiatives.
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2:50 – 3:00 p.m.

Closing Remarks

Kathy Rauch, RN, MSHQS, BSN, CPHQ