

**All workshops can be customized from 2, 4, 6, or 8-hour training. Each topic comes with curriculum, assessments, strategies and tools to maximize learning and application. Combine a few topics or access them all in a 2-day comprehensive training. Every workshop comes with a customized option to tailor the curriculum to meet the needs of your organization, teams, departments, leaders, staff and more.**

#### **Leading through Transition:**

- Learn and apply a 4-stage transition model to identify and mitigate behaviors correlated to the stress of change.
- Take a personal leadership style and values clarification assessment to better understand yourself as a leader.
- Recognize your own triggers with change and areas of opportunity to support your colleagues, providers and teams through transition.

#### **Effective Communication Strategies:**

- Learn various coaching tools such as values clarification exercises, powerful questions, creating a culture of curiosity, as well as how to properly apply them.
- Understand and overcome your own barriers to effective communication.
- Learn engagement strategies with staff, teams, and providers.

#### **Emotional Intelligence and Conflict Resolution:**

- Learn the 4 quadrants of emotional intelligence and how they impact your leadership.
- Take a personal assessment to identify opportunities to grow your own emotional intelligence.
- Grow your emotional intelligence to increase your conflict resolution skills and interpersonal dynamics.
- Learn re-framing and de-escalating techniques to utilize with your teams and patients.

#### **Process Improvement Tools and Methodologies Put into Practice:**

- Identify systemic issues and perform Lean interventions to achieve your organization's desired outcomes.
- Learn various Lean concepts to ensure the development of efficient workflows and business processes.
- Teach process improvement tools to your providers, staff and teams, so they can drive change.
- Gain a comprehensive understanding of how to apply a Plan, Do, Study, Act (PDSA) cycle to drive small tests of change.

#### **Change Management Assessments and Methodologies:**

- Learn how to engage staff in supporting change efforts through change readiness assessments.
- Identify the systems and structures that need to be put in place to sustain change for your organization.
- Learn how to engage staff in supporting change efforts through change readiness assessments.
- Understand your readiness to change and what personal challenges you experience with change.

#### **Facilitation Skills Development:**

- Learn how to gain the outcomes you want in meetings through the application of effective facilitation.
- Gain skills to lead through facilitation to support meaningful change and build trust with your teams.
- Demonstrate facilitation tools to empower and drive change within your team.

#### **Operational Optimization:**

- Learn how to drive meeting outcomes to maximize time and productivity.
- Gain tools to develop collaborative, problem-solving, high-performing work teams.
- Apply strategies and tools to gain consensus and drive change within your team.