

## To be an Effective Leader, I Need to be an Effective Communicator

6-Part Webinar Series

1:00-2:30pm

Starts September 11, 2023

### Registration Fees Cover All 6 Sessions

\*Each session will be recorded and available on demand to registrants. Handouts will be provided prior to each session.

\*Each session is 90 minutes, Held from 1:00 - 2:30 pm Central or On-Demand once the recording is available.

#### Session 1—September 11, 2023

##### Understanding How Style Differences Impact Our Communication

- ◆ Participants have the option to complete the DiSC assessment. DiSC is an assessment tool of workstyle preferences. It is used to help improve teamwork, communication, and productivity in the workplace. It provides a common language people can use to better understand themselves and those they interact with and then use this knowledge to reduce conflict and improve working relationships. During the webinar, an overview of the assessment is presented including how to interpret individual results. In addition, we will discuss how to apply this knowledge to your life as a leader. Participants should have their printed report with them during the webinar.

#### Session 2—September 18, 2023

##### What I'm Saying When I'm Not Talking (Nonverbal Communication Part 1)

- ◆ Our nonverbal messages (body language) convey the most believable message – not our words. Topics included in this session are proxemics (use of space to communicate) and posture. We discuss what messages we send to others that we may not be aware of such as how our work space is set up, how meeting rooms are arranged, and the messages we convey through our standing and sitting posture. By paying attention to the body language of others we can be more effective in our communication with them.

#### Session 3—September 25, 2023

##### What I'm Saying When I'm Not Talking (Nonverbal Communication Part 2)

- ◆ Our nonverbal messages (body language) convey the most believable message – not our words. Topics included in this session are eye contact, gestures, facial expressions, and touch. Each of these nonverbal messages can support our verbal message or may contradict our verbal message. It's important to know what to look for and then use that information to become a more effective communicator.

**Instructor:** Mary Sand, PhD, President/CEO Sand Consulting

#### Continuing Education: Contact Hours: 9.0

Application is being made to the following agencies: SHRM, MN Board of Nursing, MN Board of Social Work, MN BELTS&S, & MN Board of Pharmacy. The # of CEU's will be indicated on the certificate of attendance provided to each participant who attends the session. To check on final hours awarded, please contact the Medi-Sota office.

#### Session 4—October 2, 2023

##### Communicating Expectations and How to Follow Up when Expectations are Met and when they Aren't

- ◆ As leaders, we want our team to succeed but if we aren't clear in setting expectations then we set them up for failure. As Brene Brown says, "clear is kind." Whether it is team expectations or overall expectations of the organization, we will discuss how to deliver this information to the team and how to reinforce the message on an ongoing basis. When employees exceed these expectations, we want to acknowledge that and if they fail to meet the expectations, we want to help them make a course correction.

#### Session 5—October 9, 2023

##### Managing Up

- ◆ The term 'managing up' means consciously working with our boss to obtain the best possible results for us, our boss, and our organization. To accomplish this, we have to have self-awareness and an understanding of the communication preferences of our boss, the challenges he/she faces, approach to decision making, how recognition is given, etc.

#### Session 6—October 16, 2023

##### Communicating to Maximize Meetings

- ◆ No more mediocre meetings! As a leader, you will lead many meetings so this is an opportunity to learn how to lead meetings that people actually want to attend. Planning the agenda, engaging with the attendees including those who join virtually, getting to decisions, driving results, holding others accountable, and follow up will be discussed.

### Fees

**Medi-Sota Members: \$90/Person** (\$15/Session)

Group Discounts available for sites that register more than 4 individuals for the webinar series. Discounts are applied at invoicing.

**Non-Medi-Sota Members: \$330/Person** (\$55/Session)

**DiSC Assessments - \$70/Person. Facilities will be invoiced when tuition fees are processed.**

Click [HERE](#) To Register

Prior to the program, you will receive an email with any additional course information. Registration Deadline: September 24, 2023 by 5 pm this ensures all registrants will receive course information & any materials in a timely manner.

If you should have any questions contact

Jennifer Gearman at 320-769-2269 or at [jgearman@medi-sota.org](mailto:jgearman@medi-sota.org)

*Medi-Sota, Serving Rural Health Care*

***Cancellations must be made no later than 10 business days prior to the start of the course. The full course fee will be charged if cancellation is made in less than 10 business days. Full refunds will be given for all classes cancelled by Medi-Sota. Registration is transferable to another person.***