

Leadership for Leads

12:30—1:30 pm

Webinar: 8 Sessions

This webinar series will address the role and skills needed for leaders in the hospital, clinic, and long-term care in order to provide effective leadership so that patients and residents receive the best possible care by creating a healthy work environment for staff who rely on leadership for assistance, support, and guidance.

Registration Fees Cover All 8 Sessions

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

***Each session 60 minutes, Held from 12:30-1:30 pm central or On-Demand once the recording is available.**

October 5, 2020

Session 1 – The Role of a Team Lead in Healthcare

Healthcare Leads in the Hospital, Clinic and Long Term Care setting walk the tight rope between bettering the organization and meeting team member needs. Unaddressed expectations lead to reduced morale and productivity.

- ◆ Explore the dueling expectations of employees and management

October 13, 2020

Session 2 – Communication Skills for Healthcare Leaders

Leadership is about communication, and good communication skills will set you apart when other leads fall short. Developing communication skills can help to avoid conflicts and improve better decision making.

- ◆ Effectively communicating with all generations

October 19, 2020

Session 3 – Job Instruction/Training

Job instruction is a skill that can be taught, and the impact is dramatic! On-the-job training is an investment of time and money, but it is also an investment into your most important asset: your employees.

- ◆ Teaching on-the-job training techniques to get consistently good results

October 26, 2020

Session 4 – Feedback/Coaching

Giving feedback to the people you coach can be powerful. As a lead, the confidence you show (or do not show) in your team members affects their performance.

- ◆ Providing feedback and help coach for better results

November 2, 2020

Session 5 – Recognition

Leaders reap in numerous benefits when they recognize their team members.

- ◆ Learn why employee recognition is important and how to do it right

November 9, 2020

Session 6 – Empowering

So, what does it mean to empower and how can leaders go about it? Empowerment benefits the bottom line of the organization when employees are engaged, supported, and a part of the engine that keeps things running.

- ◆ Trusting others to perform efficiently and successfully in their roles

November 16, 2020

Session 7 – Conflict Resolution

Leadership and conflict go hand-in-hand. Your role as a lead is to effectively resolve conflict so staff can remain productive.

- ◆ Give leads the basic survival skills to communicate with frustrated team members

November 23, 2020

Session 8 – Rapid Fire Expert Advice

Ask the expert! Get straightforward and practical advice to improve relationships and achieve results.

- ◆ Ask John Graci, the webinar host, any question on leading people in the workplace

Presenter: John Graci, Graci Leadership Solutions

Continuing Education: Application is being made to the following agencies: SHRM, HRCI, MN Board of Nursing, MN Board of Social Work, & MN BENHA. 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.

Registration Fees

Medi-Sota Members: \$160 / Person (\$20/Session)

Non-Medi-Sota Members: \$320/ Person (\$40/Session)

Prior to the program, you will receive an email with instructions on how to connect. Registration Deadline: October 2, 2020 by 5 pm this ensures all registrants will receive connection instructions & any class material in a timely manner.

If you should have any questions or do not receive a confirmation email, contact

Jennifer Gearman at 320-769-2269 or at jgearman@medi-sota.org

Medi-Sota, Serving Rural Health

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.