

FLORIDA ATLANTIC UNIVERSITY

Certificate in HEALTHCARE LEADERSHIP



The healthcare environment is rapidly changing during this time of health reform. Both new and experienced managers and supervisors are required to be well informed about changes in health policy, manage and motivate a diverse staff, engage their patient populations and navigate a value-based reimbursement system. The curriculum for the Healthcare Leadership Boot Camp at Florida Atlantic University has been designed by experts in healthcare administration, business and nursing to provide your leadership staff with cutting edge solutions to promote organizational success.

PROGRAM FOCUS

This interdisciplinary leadership development program was developed using Jim Kouzes' and Barry Posner's evidenced-based *The Five Practices of Exemplary Leadership*® model. The five exemplary leadership practices in the model include: (a) Challenging the Process, (b) Inspiring a Shared Vision, (c) Enabling Others to Act, (d) Modeling the Way and (e) Encouraging the Heart. These practices are woven through a curriculum that encompasses key skills needed by health care leaders today including emotional intelligence, communication and collaboration, managing conflict, promoting teamwork, health care financing, human resource management, strategic planning and quality management. Participants will complete a self-development plan and action-learning project assignment for their organizations. The program also includes one follow-up telephone coaching sessions.

DESIGNED FOR

The program is designed for new and experienced administrative managers, nurses, doctors and department leaders in all sectors of the healthcare industry including but not limited to acute care facilities, long-term care organizations, pharmaceutical and healthcare product sales managers, leaders in managed care organizations, free-standing clinics and insurance companies. Interdisciplinary cohort learning is a unique feature of the boot camp.

Available for On-site Corporate Training

AGENDA & TOPICS

DAY 1 | MASTERING THE HEALTHCARE MANAGER ROLE (*THE LEADER WITHIN*)

Wed., Sept. 23, 2015 • 8:30 a.m. – 4:30 p.m.

Morning Session: 8:30 a.m. – 12 p.m. with breaks

- Introduction/Overview – LPI assessment, Leadership Development Plan and Project
- The Leadership Challenge – LPI assessment
- The Role and Responsibilities of Leaders in Today's Healthcare Environment
- Ethical Behavior and Professional Accountability
- The Leader as a Continuous Learner
- Reflective Leadership

Lunch: 12 – 12:45 p.m.

Afternoon Session: 12:45 – 4:15 p.m. with breaks

- Collaboration/Teamwork
- Working on and with Interdisciplinary Teams

Wrap-up: 4:15 – 4:30 p.m.



DAY 2 | COMMUNICATION AND COLLABORATION IN LEADERSHIP ROLES

Thurs., Sept. 24, 2015 • 8:30 a.m. – 4:30 p.m.

Morning Session : 8:30 a.m. – 12 p.m. with breaks

- 8:30 – 9 a.m. Leaping the Communication Chasm: Identifying the Communication Challenges in an Organization
- 9 – 10 a.m. Managing Communications Across Generations
- 10 – 10:45 a.m. Break
- 10:15 – 11:15 a.m. Feedback is a Gift: Delivering Crucial and Constructive Feedback
- 11:15 a.m. – 12 p.m. Enhancing Performance through Positive Feedback

Lunch: 12 – 12:45 p.m.

Afternoon Session: 12:45 – 4:15 p.m. with breaks

- 12:45 – 1: 45 p.m. Understanding Emotional Intelligence and Developing Awareness for Personal Growth as a Leader
- 2 – 4:15 p.m. Understanding Behavioral and Communication Styles through DiSC

Wrap-up: 4:15pm – 4:30 p.m.

All participants must complete the online DiSC assessment 7 days prior to class and bring a copy of their results to the class on Day Two.

AGENDA & TOPICS

DAY 3 | FINANCIAL MANAGEMENT (MANAGING THE BUSINESS)

Wed., Sept. 30, 2015 • 8:30 a.m. – 4:30 p.m.

Morning Session: 8:30 a.m. – 12 p.m. with breaks

- An Overview of Healthcare Economics – New Directions with Health Reform
- Basic Financial Concepts
- Developing and Managing an Operational Budget

Lunch: 12 – 12:45 p.m.



Afternoon Session: 12:45 – 4:15 p.m. with breaks

- Capital Budgeting
- Micro/Macro Views
 - Unit Level
 - Departmental Level

Wrap-up: 4:15 – 4:30 p.m.



DAY 4 | HUMAN RESOURCE MANAGEMENT

Wed., Oct. 7, 2015 • 8:30am – 4:30pm

Morning Session: 8:30am – 12:00pm with breaks

- HR Basics
 - FMLA
 - Discrimination
 - Documentation
- Staffing
- Recruitment and Retention of Staff

Lunch: 12 – 12:45 p.m.

Afternoon Session: 12:45 – 4:15 p.m. with breaks

- Competencies Specific to Healthcare
 - Hiring for those Competencies
 - Behavioral Interviewing
- Performance management
 - Counseling
 - Performance Evaluations
 - Recognition and Reward

Wrap-up: 4:15 – 4:30 p.m.

DAY 5 | STRATEGIC PLANNING AND QUALITY

Wed. Oct. 14, 2015 • 8:30am – 4:30pm

Morning Session: 8:30am – 12:00pm with breaks

- Decision-making in Leadership Roles
- Thinking Outside the Box
- The Role of the Healthcare Manager in Strategic Planning

Lunch: 12 – 12:45 p.m.

Afternoon Session: 12:45 – 4:15 p.m. with breaks

- Managing Quality and Patient Safety in Clinical Units and Departments
- Quality Management Tools

Wrap-up: 4:15 – 4:30 p.m.



For more information and/or to register for the Certificate in Healthcare Leadership Boot Camp, call 561.297.2366 or email sarahwilson@fau.edu.

CERTIFICATE IN HEALTHCARE LEADERSHIP

FORMAT	Wed., Sep. 23/Thurs., Sep. 24 (Kickoff); Wed., Sep. 30, Oct. 7 & 14 (Sess. 3-5)
DATES	Sep. 23 – Oct. 14, 2015
TIME	8:30 a.m. – 4:30 p.m.
FEE	\$1,995

Available for On-site Corporate Training



Florida Atlantic University is a Registered Education Provider (R.E.P.)[®], approved by the Project Management Institute (PMI)[®]. PMI is a registered mark of the Project Management Institute.

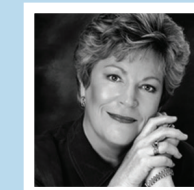
CERTIFICATE IN HEALTHCARE LEADERSHIP INSTRUCTORS



ROSE SHERMAN,
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CNL, FAAN



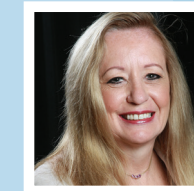
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