

# LEADING FROM THE MIDDLE: CORE SKILLS FOR SUCCESS

Quorum Conference Center  
1573 Mallory Lane, Brentwood, TN 37027  
September 11 – 12, 2019

## AGENDA

### DAY ONE: WEDNESDAY, SEPTEMBER 11, 2019

7:30 a.m. – 8:00 a.m.	<b>CONTINENTAL BREAKFAST</b>	
8:00 a.m. – 8:15 a.m.	<b>Introductions and Welcome</b>	<b>Cathy Stern</b> Manager, Clinical Operations
8:15 a.m. – 9:15 a.m.	<b>Transitioning into a Leadership Role</b>	<b>Cathy Stern</b>
9:15 a.m. – 10:15 a.m.	<b>Generational Workforce</b>	<b>Cathy Stern</b> <b>Pam Wells</b> Senior Manager, Clinical & Operational Improvement
10:15 a.m. – 10:30 a.m.	<b>BREAK</b>	
10:30 a.m. – Noon	<b>Hiring and Keeping the Right Team Members</b> <ul style="list-style-type: none"><li>• Interviewing Techniques</li><li>• Annual Evaluations</li><li>• Competencies</li><li>• Staff Retention/Natural Attrition</li></ul>	<b>Cathy Stern</b>
Noon – 1:00 p.m.	<b>LUNCH</b>	
1:00 p.m. – 2:00 p.m.	<b>Building an Effective Team</b>	<b>Terry Norris</b> Senior Lean Consultant
2:00 p.m. – 3:00 p.m.	<b>Fair Culture</b> <ul style="list-style-type: none"><li>• Setting clear expectations</li><li>• Staff Accountability</li><li>• Follow-Through</li></ul>	<b>Pam Wells</b>
3:00 p.m. – 3:15 p.m.	<b>BREAK</b>	
3:15 p.m. – 4:15 p.m.	<b>Workforce Efficiency</b> <ul style="list-style-type: none"><li>• The Right Staff at the Right Time</li><li>• Understanding Productivity Metrics</li></ul>	<b>Mark Henning</b> Director, Clinical and Operational Performance Improvement
4:15 p.m. – 5:00 p.m.	Continuous Process Improvement <ul style="list-style-type: none"><li>• Connecting to the Quality Plan</li><li>• Supporting the Strategic Plan</li></ul>	<b>Cathy Stern</b>
5:00 p.m. – 5:15 p.m.	Wrap Up/Questions	<b>Cathy Stern</b>

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DAY TWO: THURSDAY, SEPTEMBER 12, 2019		
7:30 a.m. – 8:00 a.m.	<b>CONTINENTAL BREAKFAST</b>	
8:00 a.m. – 8:15 a.m.	<b>Announcements</b>	<b>Cathy Stern</b>
8:15 a.m. – 9:30 a.m.	<b>So Now You are the Leader</b> <ul style="list-style-type: none"><li>• Seeking Guidance as Questions Arise</li><li>• Mentoring</li><li>• Developing Internal Talent</li><li>• Succession Planning</li></ul>	<b>Pam Wells</b>
9:30 a.m. – 10:30 a.m.	<b>Delegation and Empowerment</b> <ul style="list-style-type: none"><li>• Engaging Front-Line Staff</li></ul>	<b>Lynn Collins</b> Director, Clinical & Operational Improvement
10:30 a.m. – 10:45 a.m.	<b>BREAK</b>	
10:45 a.m. – Noon	<b>Leading Change</b>	<b>Terry Norris</b>
Noon – 1:00 p.m.	<b>LUNCH</b>	
1:00 p.m. – 2:00 p.m.	<b>Budgets</b> <ul style="list-style-type: none"><li>• Working Within Your Budget – Operational/Capital</li><li>• Meaningful Ways to Request Departmental Needs</li></ul>	<b>Jody Pigg</b> Vice President, Finance Practice
2:00 p.m. – 2:45 p.m.	<b>Effective Communication</b> <ul style="list-style-type: none"><li>• How to listen so your staff will talk</li><li>• How to talk so your staff will listen</li><li>• Conflict Resolution</li></ul>	<b>Lynn Collins</b>
2:45 p.m. – 3:00 p.m.	<b>BREAK</b>	
3:00 p.m. – 4:00 p.m.	<b>Your Role in Continuous Survey Readiness</b>	<b>Cathy Stern</b>
4:00 p.m. – 5:00 p.m.	<b>The Patient Experience</b>	<b>Lynn Collins</b>
5:00 p.m. – 5:15 p.m.	<b>Wrap Up/Questions</b>	<b>Cathy Stern</b>

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### DISCLOSURES

#### **Successful Completion of the Continuing Nursing Education Activity:**

In order to receive full contact-hour credit for this CNE activity, you must:

- Be present no later than five (5) minutes after starting time,
- Remain until the scheduled ending time,
- Sign-in at the registration desk each morning, and
- Complete the program evaluation.

#### **Conflicts of Interest**

A conflict of interest occurs when an individual has an opportunity to affect educational content about health care products or services of a commercial interest with which she/he has a financial relationship. No conflict of interest has been disclosed.

#### **Commercial Support**

No commercial support

#### **Non-Endorsement of Products**

Non-applicable

#### **Off-label Product Use**

Non-applicable

#### **Accreditation Statement**

Quorum Learning Institute is an approved provider of continuing nursing education by the Tennessee Nurses Association, an accredited approver of continuing education by the American Nurses Credentialing Center's Commission on Accreditation.

Participants who attend at least 85% of the program and complete a course evaluation will earn up to 15 contact hours.

**Note: Certificates will be posted on the program website within one week of program completion.**