

## 2008/2009 Leadership Training Class Schedule

(Subject to change):

<i>CLASS</i>	<i>COMPETENCY ADDRESSED</i>	<i>DATES AND TIMES</i>
<b>(R)Essentials of Leadership:</b> This prerequisite course teaches leaders how to get results through people.	Communication	10/09/08 and 10/16/08  4 Hours (8:30 – 12:30 pm)
<b>(R)Coaching For Success:</b> Teaches proactive coaching skills that leaders need to help people take on new tasks or solve problems.	Aligning performance with success	11/13/08 and 11/20/08  4 Hours (8:30 – 12:30 pm)
<b>(R)Coaching For Improvement and Performance:</b> Builds the skills leaders need to help people with performance or work habit problems.	Coaching and Follow-up	01/22/09 and 01/29/09  4 Hours (8:30 – 12:30 pm)
<b>(R)Retaining Talent:</b> This class helps leaders understand their critical role in retaining organizational talent. They learn to identify what it takes to keep employees happy and satisfied and how to conduct “quick check” discussions critical for retaining valuable employees.	Building Trust and Inspiring Others	02/12/09 and 02/26/09  4 Hours (8:30 – 12:30 pm)
<b>(R)Resolving Conflict:</b> Enables leaders to recognize signs of conflict, assess the conflict, and serve as catalysts to achieve resolution.	Managing Conflict	03/12/09 and 03/26/09  4 Hours (8:30 – 12:30 pm)
<b>(R)Leading Change:</b> Explores how change affects individuals and teams and shows leaders what they can do to help others adapt.	Facilitating Change	04/16/09 and - 4/23/09  4 Hours (8:30 – 12:30 pm)
<b>(R)Working as a Team</b> Working as a Team clearly teaches employees the personal, interpersonal, and organizational advantages of working together, whether in teams or work groups.	Building strategic working relationships	05/14/09 and - 05/21/09  4 Hours (8:30 – 12:30 pm)
<b>(O) Building Patient Loyalty:</b> Building Patient Loyalty develops and enhances people’s skills in delivering top-quality service. Participants learn to: <ul style="list-style-type: none"> <li>• Meet and exceed personal and practical needs</li> <li>• Conduct effective, efficient interactions.</li> <li>• Handle difficult or emotionally charged situations.</li> <li>• Work as a team to provide service beyond expectations.</li> <li>• Take personal initiatives that enhance</li> </ul>	Supporting customer loyalty	06/04/09 and 06/18/09  5 Hours (8:30 – 1:30 pm)

the quality of service offered.		
(O) <b>Basic Budgeting:</b> Participants will review the basic concepts in budget and fiscal management.	<b>Budgeting</b>	07/09/09 and 07/16/09  4 Hours (8:30 – 12:30)

The following is an example of success story from the health care industry. This was taken from the DDI website at <http://www.ddiworld.com/clientsuccesses/presbyterianhealthcareservices.asp>.

---

## Presbyterian Healthcare Services

### Need:

Like all health care organizations, Presbyterian Healthcare Services must simultaneously strive for both clinical excellence and bottom-line viability. But unlike many organizations, Presbyterian has chosen to address these imperatives through an ambitious strategy. "Our overall strategy is national excellence and we have three core goals, around external measures of excellence, that are part of that overall strategy," says John Zondlo, Presbyterian's executive director of organizational learning. Those three goals are attaining a AA financial rating, moving into the top 10 percent of all hospitals in patient safety, and winning the prestigious Malcolm Baldrige National Quality Award. With the exception of the AA financial rating, which it attained in 2006, the other two strategic goals demanded that Presbyterian focus on its people.

### Solution:

Striving to execute on its "national excellence" strategy, Presbyterian partnered with DDI to implement multiple initiatives covering the areas of leadership development, selection, and patient satisfaction. In establishing a leadership development curriculum, Presbyterian identified its best leaders, based on employee satisfaction scores, and then used these exemplary leaders as the benchmark for the remaining leader population. Zondlo and his team conducted interviews and focus groups to determine the specific behaviors that set the best leaders apart from the pack and then they built their leadership development initiative accordingly. These benchmarks proved especially important in guiding the development of new leaders.

### Results:

Through its leadership development, selection, and patient satisfaction initiatives, Presbyterian Healthcare Services has realized the following results:

- Two-percentage-point reduction in turnover. Presbyterian estimates that each point improvement in turnover is worth \$1 million to \$5 million in cost savings.
  - Ninety-day turnover rate reduced from 7 percent to 4.5 percent.
  - Of 180 leaders who went through the leadership development courses, nearly all gave the training the highest-possible rating.
  - Improvement in patient satisfaction scores for physicians who have completed *Service Plus® for Physicians*.
-