

SESSION DESCRIPTIONS

These session descriptions were developed by SDAHO and the USD Beacom School of Business. These courses are based off of existing USD Executive Education and were customized to meet the needs of South Dakota healthcare leaders.

Session 1: Creative Thinking & Problem Solving – January 16, 3-4:30pm, CST

Instructor: Dr. Chet Barney

Do you ask your team members for help in solving problems? Do you consider the viewpoints of various interested parties? When problems arise, do you make a list of possible causes, prioritizing them in the order of probability that they actually contribute to the problem? Do you determine what information needs to be collected to resolve the problem?

- Implement innovative methods that lead to better decision making.
- Learn and apply creative problem solving.
- Use tools to rapidly identify problem root causes, and implement effective solutions.
- Foster creative thinking and overcome barriers that stifle innovation.

Session 2: Emotional Intelligence and Conflict Resolution – February 20, 3-4:30pm, CST

Instructor: Dr. Mark Yockey

Have you ever been in a situation where the leader knew exactly how to motivate and achieve excellent performance? How did they do this? One key is to recognize our own emotions and how they can influence others in ways that either help or hinder us in reaching our goals. Whether you're managing up, down, or across, emotionally intelligent people devote time to building these relationships and realize success that others envy. Systematically evaluate information by using a variety of proven methods and techniques

- Understand the effects of emotions on perceptions and decision-making.
- Identify positive and negative attributes of emotions.
- Develop emotional self-awareness.
- Learn techniques for managing personal emotions.
- Improve recognition of others' emotions.
- Learn techniques for managing emotional situations.

Session 3: Building & Boosting Team Performance – March 19, 3-4:30pm, CST

Instructor: Dr. Carole South-Winter

Have you developed cooperative working relationships with others in the company? Do you take into account how individual's actions affect the team? Do you remove barriers to positive team performance?

- Identify the building blocks of creating and sustaining high performing teams.

- Apply tools and skills to be an effective team leader.
- Quickly assess team strengths and areas for improvement.
- Identify team roles needed for effective team performance.
- Establish an action plan for improving team effectiveness.

Session 4: Leadership Essentials for Healthcare Managers – May 21, 3-4:30pm, CST

Instructor: Dr. Mark Yockey & Dr. Jewel Goodman-Shepherd

Transition into a strong leader by learning how to motivate your employees to discover their true capabilities. Develop your skills to help people contribute their best work on a daily basis. Lead your team with the skills and confidence you need to be successful.

- Leverage your supervisory or management style to achieve results.
- Create a positive, productive work environment.
- Apply appropriate motivational strategies based on employee needs.
- Establish clear work expectations with employees, delegate and manage ongoing performance.
- Have difficult conversations that produce productive outcomes.

Session 5: Data-Driven Decision Making – July 16, 3-4:30pm, CST

Instructor: Dr. Carole South-Winter

Do you use data to help drive decision making in your organization? Do you know what pieces of information are most important to look at when making decisions? Can you better your team's performance by focusing on initiatives that will truly effect change? Learn how you can better implement data-driven decision making within your organization.

- Establish the key performance indicators (KPIs) that are essential to traction and accountability.
- Determine which team members will lead your initiatives.
- Champion implementation of best practices for using data to improve cost, quality, access and outcomes.
- Identify partners to help your organization be more data-centric.

Session 6: Financial Essentials for Healthcare Managers – August 20, 3-4:30pm, CST

Instructor: Matt Heard, MBA

As a leader, you are faced with countless financial decisions daily. These decisions can have a huge impact on your company unless you understand the financial basics, you run the risk of poor decision-making. Learn the financial essentials that will empower you and your employees to make strategic decisions that will benefit your organization.

- Identify and understand how to interpret the key financial statements for your organization.
- Utilize financial information to make strategic business decisions.

- Develop a financial vocabulary so you can confidently talk to your employees, your CFO, and other financial service providers.