



WESTERN HEALTHCARE ALLIANCE

LEADERSHIP ACADEMY

Cost-effective, High-quality Education for Members



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It can be challenging to ensure quality training for healthcare leaders in our rural communities. Often times staff will have to travel far for expensive classes while managing their very busy schedules. Western Healthcare Alliance (WHA) has been bringing healthcare leadership education to its members for over 10 years. We listen and respond by providing leading experts in relevant topics for today's healthcare leader.

The WHA Leadership Academy focuses on different areas geared toward improving performance and motivating staff to be the best they can be. Classes are based on member feedback and suggestions.

Who should attend? Newly appointed managers or existing managers with leadership/performance goals, individuals with a demonstrated long-term commitment to their organization, individuals with high potential for future leadership roles, and existing managers looking to hone their skills or re-energize their role in the workplace. Featuring full-day in-person classes, single full day webinars, and multi-day virtual series webinars, these classes are guaranteed to take your leadership skills to the next level.



Goals for the Leadership Academy:

- Communication skills - focusing on effective communication that is essential to great leadership, management, and patient safety.
- Managements skills - supporting managers as they transition from transactional work to strategic managers who execute the vision of the organization while empowering staff.
- Business skills - focusing on the business of healthcare so that emerging leaders will understand their role within the context of the healthcare system and their organization's strategic plan.

"It has been a most excellent investment of my time!"

Jeanne B. Stough, MS. EP
Cardiac Rehab Manager, Aspen Valley Hospital

CUSTOM WORKSHOPS

Do you have a need for onsite education, customized just for your team? WHA can help! We now offer the following classes onsite at your facility:

Leading Change When Change Is Tough

Change. The mere mention of the word can cause some to feel uncomfortable. Resistance can be seen in the manager who procrastinates, or the stressed-out employee who keeps adding more to his plate. An effective leader must take on the challenge of change with skill and a sense of humor. This workshop brings together best practices from John Kotter, a leader in organizational change, as well as the work of Chip Heath and Dan Heath, whose research highlights the impact of the rational and emotional sides of our brain and how they must come together for change to occur. Through interactive exercises, participants will learn about the components of change, how to diagnose problems in a change effort, understand the emotional and rational sides of the brain and develop a plan to ensure an intended change endures.

Participants will learn to do the following:

- Identify Kotter's eight key areas of change: Explore a sense of urgency, form powerful guiding coalitions, create a vision, communicate that vision, empower others to act on the vision, plan for short-term wins, consolidate improvements and keep the momentum for change moving, and institutionalize new approaches.
- Create a plan to turn your change effort into something that lasts
- Understand the role of the emotional and rational sides of the brain in change and how both must be engaged to be successful
- Diagnose problems in a change effort you are currently undergoing to bring about the right solution



The instructor for all custom workshops is Angelina Salazar, Chief Executive Officer of WHA and its affiliated companies, Healthcare Management and the Community Care Alliance.

Angelina started her career in education quickly advancing her role from Outreach Coordinator to Regional Development Director for a national nonprofit. After many years of developing programming and support, Angelina was recruited into the realm of healthcare. She started in marketing for a Critical Access Hospital in western Colorado, quickly advanced to Director of Customer Service, Marketing, Community Relations, and Development. Before leaving the hospital to join WHA, she held the executive position of Vice President of Business Development.

Angelina possesses a Bachelor of Arts Degree in English with a minor in Spanish, two Master of Arts Degrees in Language Acquisition and Psychology as well as a certification in mediation and conflict resolution.

CUSTOM WORKSHOPS

Managing Conflict: Skillful Conversations to Build Trust

Do you struggle to manage your frustration or avoid difficult conversations entirely? Do you know how to effectively reach a resolution when approaching a conflict? This workshop focuses on common challenges people have with communication: being assertive, speaking with clarity, managing emotions, reflective listening, body language, recognizing "triangulation", and communicating with different 'conflict styles'. After this course, participants will have a solid foundation to demonstrate assertive communication and ensure that they get their message across in a confident and professional manner.

Participants will learn to do the following:

- Self-assess for discovering your natural "conflict style", exposing you to potential new styles for different situations
- Implement tools to improve "A-to-B" communication
- Recognize "triangulation" and how to avoid it
- Help others improve their conflict resolution results

Mind Matters: How Perceptions Impact Success

Your subconscious holds the beliefs or programs that ultimately create the reality that you live every day. Do you look outside of yourself to explain what's wrong with your life? Would you like to increase your confidence, improve your communication, handle conflict, dispel anxious feelings, create rapport with others, understand and use body language, and overall, be more effective in your life? Change the program and you change the result. Learn how to view yourself from the outside in and use your perceptions to be a conscious leader.

Participants will learn to do the following:

- Learn how the conscious and subconscious mind work
- Obtain tools to examine and reprogram areas of your life where you want change
- Learn how perceptions are formed
- Determine your work values to better create a successful environment



Peer Today, Boss Tomorrow

Are you a new manager who used to work right alongside the people you now supervise? How do you achieve success in this new role and manage the potential problems that can arise? Managing relationships, delivering difficult messages, avoiding favoritism and coaching for performance are all areas that can cause a new boss to want to run and hide. This workshop provides four strategies for navigating the changing relationship from peer to supervisor/manager. Those strategies involve setting boundaries, coaching and resolving conflict, knowing when to take action, and empowering staff. "Peer Today, Boss Tomorrow" uses group activities, discussion, video vignettes and action planning so that participants can lead with confidence and success.

Participants will learn to do the following:

- Accept your new supervisory role
- Communicate clearly
- Establish clear boundaries
- Take effective action

"Peer Today, Boss Tomorrow thus far has been one of the best, most informational and energetic (thanks to you) leadership development experiences to date. Kudos on a job well done! I truly look forward to our next session. My engagement will be at least a five!

Thank you again for your wisdom and engaging leadership!"

Kim Kegua
Human Resources Director, St. Vincent General Hospital

2021 SCHEDULE



Sign up for classes today at
wha1.org/wha-leadership-academy

Classes

- **January 12th**
Connecting the Dots: Creating a Departmental Strategic Plan Webinar
- **February 8th, 10th, 15th, 17th, 22nd, and 24th**
Managing Conflict: Skillful Conversations to Build Trust Virtual Series
- **March 15th, 17th, 22nd, 24th, 29th, and 31st**
Peer Today, Boss Tomorrow Virtual Series
- **April 13th**
How Safe Are You? A Guide to Personal Device Security Webinar
- **May 10th, 12th, 17th, 19th, 24th and 26th**
Peer Today, Boss Tomorrow Virtual Series
- **May 25th**
A Maze of Legal Regulations: The Life of a Hospital Account Webinar
- **July 13th**
The Art of Giving and Receiving Feedback Webinar
- **August 9th, 11th, 16th, 18th, 23rd, and 25th**
Managing Perceptions for better Interactions Virtual Series
- **September TBD**
Healthcare 101 Virtual Series



Online Portal

WHA's education portal features on-demand webinars for members to access at any time.

Visit the portal or register an account at wha1.org/members-only-portal

Classes Currently Available Online:

- Connecting the Dots: Creating a Departmental Strategic Plan
- Budgeting 101 Virtual Series
- Email Etiquette: Did You Really Send That?
- FMV Compensation
- Health Data Literacy
- Physician Compensation
- Resiliency: Why it's Important to Your Wellbeing Virtual Series

More classes will be made available throughout the year, check back regularly!

Questions? Contact: Bobbie Orchard to learn more!

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