

The logo for the Western Healthcare Alliance (WHA) features the letters 'WHA' in a bold, blue, sans-serif font. A dark grey, wavy line is positioned beneath the letters, suggesting a horizon or a stylized wave.

WESTERN HEALTHCARE ALLIANCE

# **LEADERSHIP** ACADEMY

*Cost-effective, High-quality Education for Members*



# LEADERSHIP ACADEMY

## Goals for Leadership Academy

**Communication skills** – focusing on effective communication that is essential to great leadership, management, and patient safety.

**Management 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 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, webinars, and multi-day virtual webinar series, these classes are guaranteed to take your leadership skills to the next level.

Questions? Contact Bobbie Orchard to learn more at [bobbie.orchard@wha1.org](mailto:bobbie.orchard@wha1.org) or 970.683.5223.

# LEADERSHIP ACADEMY OFFERINGS

## Scheduled

WHA's Leadership Academy program is designed to provide cost-effective, high-quality education for our busy members. Throughout the year, WHA offers various scheduled courses to our members with topics based off member feedback and suggestions.

View upcoming courses and sign up today at [wha1.org/wha-leadership-academy](http://wha1.org/wha-leadership-academy).

## Custom

Do you have a need for onsite education, customized just for your team? WHA can help! Angelina Salazar, WHA's CEO is our custom course instructor.

# PARTICIPANT TESTIMONIALS

"Very good info; might have to read one of Cy's books. Angelina's energy and intelligence helped the course be successful." – Gary Hall, Estes Park Health

"Great experience! Very informative content with a fantastic presentation. Liked the opportunity to ask questions and role play. Tools presented will be very useful." – Jacob Schmitz, Estes Park Health

"Angelina is an inspirational speaker. Her passion for this work shines through. She presents info in an easy-to-understand way, is engaging, comfortable, interactive – I am wholly engaged for her presentations and learn." – Britney Guccini, Family Health West

"Angie did an amazing job! Thank you for all the great tools!" – Desiree Medrano, Family Health West

"Angelina is awesome! Such an engaging speaker." – Kelly Johnson, Middle Park Health



# ANGELINA SALAZAR

Chief Executive Officer  
Western Healthcare Alliance



Angelina is the CEO of WHA and its affiliated companies. Working with the Board of Directors, key stakeholders, and the executive management team, she establishes long-range goals, strategies, plans, and policies for the overall benefit of rural healthcare in Colorado and eastern Utah. She joined the WHA team in May 2016 to strengthen and lead the marketing and communications programs. In January 2019 she was named CEO after stepping into the interim role in July 2018.

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. In that role, she oversaw all communications, volunteers, marketing, physician services and identified business development opportunities. She established and implemented the infrastructure to support the organization through state and federal grants, fundraising events, and the establishment of a foundation.

In addition, Angelina serves on the National Cooperative of Health Networks Board of Directors, the Colorado Health Institute Board of Directors, the Saybrook University Board of Trustees, the Rueckert-Hartman College for Health Professions Advisory Board, and the Prime Health Advisory Board. Her dedication to solving rural healthcare challenges and building strong relationships in the community have helped to build visibility, impact, and financial stability.

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.

## **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 like being assertive, speaking with clarity, managing emotions, reflective listening, and more. This course will lead participants through the skills needed to tackle conflict and difficult conversations.

### **Participants will learn to do the following:**

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

## **MIND MATTERS:** MANAGING PERCEPTIONS FOR BETTER INTERACTIONS

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 unconscious mind work.
- Learn how perceptions are formed.
- Learn how to establish rapport with anyone.
- Obtain tools to examine and reprogram areas of your life where you want change.
- Determine your work values to better create a successful environment.



## **REALITY-BASED LEADERSHIP PHILOSOPHY:** DITCHING THE DRAMA & TURNING EXCUSES INTO RESULTS

The Reality-Based Leadership Program is founded through research which proved that a tremendous hit to any organization's bottom line is waste – more specifically, the emotional waste of drama. Emotional waste shows itself as resistance to change, entitlement mentalities, complaints about workload, over-dependence upon management, lack of nimbleness and adaptation, and using circumstances or the environment as excuses for missed goals.

Emotional waste erodes business cases for new implementations, slows growth of organizations, and drains much of the margin on even the best business concept. And yet, most financially-minded leaders and investors ignore the incredible opportunity to reduce emotional expenses in favor of more concrete reductions in spending on expenses.

As with any waste, the best way to reduce that waste is through implementing great processes and engaging great people. Reality-Based Leadership provides leaders with the competencies necessary to change the mindsets of their teams, teach great mental processes that eliminate emotional waste of drama while ensuring top engagement and accountability. This philosophy isn't just about raising morale, but about turning talent into productivity. The philosophy truly captures the value that leaders can bring to the organization and ensures that value is visible throughout the organization.

### **Participants will learn to do the following:**

- Conserve team energy and direct leadership resources to issues with the highest possible ROI.
- Reduce stress and conflict in their own life and the lives of their teams.
- Enhance engagement and accountability of human resources.
- Utilize development opportunities to enhance the capabilities of their talent.
- Build a performance expectation of “thrivability” for each employee.
- Avoid the most common things leaders do to create barriers to their own change efforts.
- Understand the new employee value equation – the way in which employees truly add value in the workplace.
- Enhance the leaders' ability to hire, coach and reward those who can truly impact the mission of the business.
- Learn simple yet powerful strategies to help employees move from a mentality of learned helplessness to personal accountability.

# MEMBERS ONLY PORTAL

In the Leadership Academy Members Only Portal, you will find a growing list of free Leadership Academy classes for members to access at any time. Visit the portal on [wha1.org](http://wha1.org) to login or create an account.

## Available Classes:

- Healthcare Budgeting 101: What You Need to Know
- Email Security 101
- Cash Flow & Finance: The Name of the Game
- Managing & Terminating the Difficult Patient-Provider Relationship: Legal and Risk Management Considerations and Options
- Connecting the Dots: Creating a Departmental Strategic Plan
- How Safe Are You? A Guide to Personal Device Security
- A Maze of Legal Regulations: The Life of a Hospital Account
- Data Literacy Fundamentals for Leaders
- Burnout & Healing in the Face of a Global Pandemic
- The Art of Giving & Receiving Feedback
- Healthcare 101 Series
- Chargemaster & Denials: How to Prevent Lost Revenue
- Email Etiquette: Did You Really Send That?
- Resiliency & Positive Psychology Series
- Physician Compensation
- FMV Compensation
- Health Data Literacy

Check back regularly for additional classes!





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