

Educate. Motivate. Succeed.



WESTERN HEALTHCARE ALLIANCE

LEADERSHIP ACADEMY

Cost-effective, High-quality Education



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.

It can be challenging to ensure quality training for healthcare and business 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 providing leadership education for over 15 years. We listen and respond by providing leading experts in relevant topics for today's leaders.

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

Who should attend? Newly appointed and existing leaders with high potential for future leadership roles or those looking to hone their skills and 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 us at learning@wha1.org to learn more.

Leadership Academy

OFFERINGS

Scheduled

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

View upcoming courses and sign up today at wha1.org/wha-leadership-academy.

Custom

Do you have a need for onsite education, customized just for your team?

WHA can help!

Participant

TESTIMONIALS

"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."

- Family Health West

"It's like Angelina was a fly on the wall of my office and knew exactly what I am dealing with! Thank you for bringing her here!"

- Grand River Health

"Angelina did an amazing job! Thank you for all the great tools!"

- Family Health West

"Angelina is awesome! Such an engaging speaker."

- Middle Park Health

"The whole group that participated in the course had rave reviews. We have been steadily implementing the tools learned and it has helped with the morale of the management team. It has also helped with employee engagement and satisfaction because the managers have better tools for communication."

- Pagosa Springs Medical Center

OUR INSTRUCTORS



ANGELINA SALAZAR

Chief Executive Officer
Western Healthcare Alliance

Angelina is the Chief Executive Officer of Western Healthcare Alliance 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, eastern Utah, and the Thumb Region of Michigan. She joined the WHA team in May 2016 to strengthen and lead the outreach, 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 (current Board President), the Rueckert-Hartman College for Health Professions Advisory Board, Club 20 Healthcare Policy (current Co-Chair), National Rural Health Association Rural Health Policy Congress, the Ariel Clinical Services 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. She is also a certified facilitator and Reality-based Leadership instructor.

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 how to:

- 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.
- Utilize simple, yet powerful, strategies that help employees move from a mentality of learned helplessness to personal accountability.

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 how to:

- Self-assess and discover 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 how:

- The conscious and unconscious mind work.
- Perceptions are formed.
- To establish rapport with anyone.
- To obtain tools to examine and reprogram areas of your life where you want change.
- To determine your work values to better create a successful environment.

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 to login or create an account, then use the search feature within the portal to find the class you are looking for.

Available Classes

- Health Data Literacy
- Email Etiquette: Did You Really Send That?
- Resiliency & Positive Psychology
- A Maze of Legal Regulations: The Life of a Hospital Account
- Burnout & Healing in the Face of a Global Pandemic
- Connecting the Dots: Creating a Departmental Strategic Plan
- Data Literacy Fundamentals for Leaders
- Healthcare 101 Virtual Series:
 - *Are All Hospitals Created Equally?*
 - *Healthcare Consumerism: Venturing into the Great Unknown*
 - *Information Technology Trends for Rural Healthcare*
 - *Managed Care Contract Trends in Rural Hospitals & Contract Terms*
 - *Understanding the Unknowns Physicians Face & Increasing Effective Communication*
- How Safe Are You: A Guide to Personal Device Security
- The Art of Giving & Receiving Feedback
- Cash Flow & Finance: The Name of the Game
- Email Security 101
- Healthcare 101 Virtual Series:
 - *Healthcare Law: Concepts You Need to Know*
 - *Tools for Successful Hiring: How to Be a Great Interviewer*
 - *Value-Based Care is More Than a Reimbursement Strategy*
- Healthcare Budgeting 101: What You Need to Know
- Managing & Terminating the Difficult Patient-Provider Relationship
- Recalibration: A Story of Overcoming Recruitment & Retention Needs During a Challenging Time
- Elevate Your Team with Better Management Behaviors
- Email Etiquette: How to Eliminate Embarrassing Mistakes
- Healthcare 101 Virtual Series:
 - *Customer Service Tools You Can Use Today*
 - *Finding & Growing Physician Leaders*
- Work-based Learning Pipelines: How to Grow Your Own
- A Quick Way to Know if Your Organization is Financially Healthy
- Clinician Burnout: What Is It & How to Prevent It
- Empowering Communities: Strategies for Successful Grant Writing
- Performance Management: Guiding Your Most Valuable Resource

*Check back
regularly for
additional
classes!*



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