UI PAC Leadership Development Course

UI Patient Access Center

“If your actions inspire others to dream more, learn more, do more and become more, you are a leader.”

John Quincy Adams
6th U.S. President
(1825-1829)
Course Overview
UI PAC Leadership Development Course

Description:
This course involves a progression of eight modules that are designed to develop leadership skills and define professional behaviors. A final capstone presentation is lead by the participant at graduation. Course is an interactive learning environment incorporating hands-on activities, projects, and presentations, designed to promote leadership growth.

Audience:
Modeled for all staff who desire to develop their leadership potential or polish their current skillset. Supervisor approval required for attendance.

Duration: 8:30-11:45am bi-weekly sessions (approximately 16 weeks)

Location: UCC Conference room 2106A
Course Modules
UI PAC Leadership Development Course

1. Introduction/Module I: Leadership 101
2. Module II: Defining Team Roles & Responsibilities
3. Module III: Motivating Staff to be their Best
4. Module IV: Coaching for Development
5. Module V: Adapting your Leadership Style
6. Module VI: Performance Management
7. Module VII: Navigating Difficult Conversations
8. Module VIII: Productive Work Habits
9. Graduation and Capstone Presentations
Module I- Leadership 101
UI PAC Leadership Development Course

• Identify key characteristics of leaders

• Build trust and confidence with employees

• Avoid behaviors that undermine leadership

• Building a “Best Team” culture

• Assignment: Identify key characteristics to building a “best team” culture
Participant Feedback:
UI PAC Leadership Development Course

"The Leadership Development Course has challenged me to think outside of my comfort zone and helps me strive to be a better lead within my group."

-Christine Strickler (Lead, Pediatric Specialty Clinic)
Module II- Defining Team Roles & Responsibilities
UI PAC Leadership Development Course

- Difference between teams & groups
- Balance between task and team behaviors
- Clarifying your team’s position
- Understanding team norms
- Define characteristics of individual team roles
- Assignment: Identifying who are team players and wreckers on your team – Short/long term action plan to turn into positive team environment
Module III- Motivating Staff to be their Best
UI PAC Leadership Development Course

• Factors that affect motivation
• Elements of motivation (community, influence, openness)
• Differences & similarities in leadership styles
• Obstacles to motivation
• Fostering motivation
• Ways to make personal connections
• Ways to enjoy better conversation within the team
• Assignment: Identifying intrinsic motivation ideas within your team
Participant Feedback:  
UI PAC Leadership Development Course

"The Leadership Class offered by our trainers in PAC has been an invaluable experience so far. The class provides an opportunity to learn about several facets of leadership within the workforce. The best part is we are pushed every step of the way to apply that information to ourselves and our current teams. Homework assignments have already fostered great conversations within my own team. I am really grateful that PAC values team building and professional growth, and provides this training."

-Jen Jacobson (Coordinator, Cancer Center)
Module IV- Coaching for Development

UI PAC Leadership Development Course

• Discern the difference between coaching and other development strategies

• Discover the key elements to successful coaching relationships

• Understand the coaching process and how to apply each step

• Identify common challenges to successful coaching

• Discover effective strategies for managing challenges

• Establish and maintain a successful coaching relationship with employees

• Assignment: Describe a coaching situation and how you applied the coaching techniques acquired in this module
Module IV- Coaching for Development
UI PAC Leadership Development Course

Uncovering The Root Cause

"What is happening that makes it difficult to ask these questions?"

"Tell me what is your understanding of what should be asked?"

"What is making it difficult for you to change?"
Module V- Adapting Your Leadership Style

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• Understand the four behavior styles of DISC

• Adjust to each style of DISC

• Recognize style differences in others and cater to their preferences

• How awareness of DISC can diffuse conflict and lead to positive results

• Conduct constructive discussions

• Assignment: Take what you’ve learned about the DISC assessment and determine your teams style
Module VI- Performance Management
UI PAC Leadership Development Course

• Understand the elements of an effective performance management system

• Offer ongoing feedback for positive guidance and improvement –TRIC Tell, Recognize, Identify, and confirm understanding

• Provide clear direction so that employees know what is expected of them

• Develop credible measurements that impact results

• Create credible documentation

• Assignment: Apply the TRIC process with someone on your team
Participant Feedback:
UI PAC Leadership Development Course

“I’ve been fortunate to be able to participate in this class. I have had a lot of fun learning about the aspects of leadership and presenting each week. It’s been great to hear everyone’s unique situations and how they handle them. I’m excited to keep growing with this group!”

-Riley Linder (Template Management)
Module VII- Navigating Difficult Conversations
UI PAC Leadership Development Course

• Steps to handling difficult conversations

• Seven stages of difficult conversations

• Use of empathy to strengthens relationships

• Best practices for preparing, initiating, and delivering the conversation

• Generate solutions and closing conversation

• Assignment: Identify a difficult conversation that you need to have and apply the steps learned in this lesson
Module VIII- Productive Work Habits
UI PAC Leadership Development Course

• Recognize the difference between true productivity and “fake” productivity
• Prioritize your daily work based on your key results
• Improve your ability to focus
• Eliminate habits that detract from your productivity
• Work effectively with colleagues
• Cultivate the nine habits that will increase your productivity
• Assignment: Using your Outlook calendar, take note of the tasks and activities of your day. This includes breaks, chat time, etc.
Graduation and Capstone Presentations
UI PAC Leadership Development Course

Capstone Projects
- Andrea - Bump list best practices
- Megan - Improving the Ulcon emergent triage process
- Audrey - Toxic gunna knock it!
- Riley - Template Mgmt. Project Tracker
- Jennifer - Template Mgmt. (amount of overbooks)
- Justin - Template Mgmt. multi-med
- Stacy - Compare timeslots in the 6 clinics (why same)
- Kim - Improving Access between psych & family med. psych
- Tina - Benefits of being seen in geriatric vs reg. clinic
- Christine - Referral Triage Process for Palm.

Design and present on a topic that entertains:
- Potential to positively impact our business
- Leadership Development Course content
- 10 minutes (Presentation and Q&A)
Graduation and Capstone Presentations
UI PAC Leadership Development Course

Breakthrough Award winner
Graduation Event
UI PAC Leadership Development Course
Resources
UI PAC Leadership Development Course

• 2011, 2012 HRDQ – UI Organizational Effectiveness

• myquickcoach