

LEADERSHIP

101

- Psychological Safety: The Key to Healthcare Team Performance
- Creating Effective Communication and Accountability
 - Building Trust Between Teams
- High Conflict to Constructive Conflict
- Mastering the Art of Learning to Lead

**This one day seminar will be held on
April 10, 2025 at the Holiday Inn
Executive Center in Columbia, MO
from 8:00am to 4:00pm**

Agenda Description

7:30am - 8:00am Registration

8:00am - 9:30am Psychological Safety - The Key to Healthcare Team Performance

Description:

Uncover the pivotal role of psychological safety in enhancing team performance, reducing turnover, and driving innovation. Join this session to master the art of cultivating and guiding psychologically safe teams within your organization. Gain practical insights and resources to implement four actionable strategies for nurturing a culture of psychological safety.

Learning Objectives:

- *Learn what psychological safety is and how it impacts teams
- *Understand how to create psychological safety in the workplace
- *Review the four key steps to creating a psychologically safe team

9:45am - 11:15am Creating Effective Communication and Accountability

Description:

86% of leaders say that lack of communication and collaboration are the main causes for workplace failure. While those teams who communicate effectively can increase productivity by up to 25%! As a leader, you are always communicating –even if you don't always realize it. Learn how to be a clear, consistent communicator. You will learn how to differentiate between strategic communication and operational communication and why it is essential to have both to inspire results. Leaders are role models for accountability. Great leaders hold themselves and their teams accountable. This leads to stronger performance, a better culture and greater work satisfaction. This session will go over how to set goals, delegate tasks, and communicate responsibility. We practice how to hold team members accountable for behaviors and actions.

Learning objectives:

- *Define and exhibit clear communication in the accountability process
- *Develop and implement strategies to communicate to the team
- *Demonstrate understanding of strategic and operational communication
- *Understand and practice the steps to hold individuals accountable

12:15pm - 1:15pm Building Trust Between Teams

Description:

Working in a team and between teams can be difficult. Miscommunication, lack of trust and unmet expectations can all cause issues. This session will go over ways to build trust within your team and among teams that you work with. You will learn ways to communicate with different teams (or shifts) in a way that builds trust and accountability.

Learning objectives:

- *Define and exhibit clear communication between teams
- *Understand the process of establishing team goals and priorities
- *Practice ways to build trust between team members and other teams

1:30 pm - 2:30pm High Conflict to Constructive Conflict

Description:

High conflict destroys teams and workplace culture. Constructive conflict breeds innovation, creativity and collaboration. So how do you move yourself, and your team, to constructive conflict? This session will show you! Learn what drives destructive high conflict and how to mitigate it. Find out how to set up an environment for healthy conflict and benefit from it.

Learning Objectives:

- *Identify the different types of conflict
- *Comprehend and practice diffusing destructive conflict
- *Learn to create an environment that supports constructive conflict
- *Demonstrate and apply methods to create healthy conflict

2:45pm - 3:45pm

Description: Mastering the Art of Learning to Lead

Today's staffing crisis means it is more important than ever to have capable leaders. We know that people don't leave companies – they leave people. This session will inspire participants to learn to be the type of leaders that people want to follow. We will discuss how leaders can focus on learning with Intent, Impact and Influence. Leadership and learning are both ongoing journeys. This program will encourage participants to be deliberate about intertwining their learning and leadership experiences. Current leaders and those looking to become leaders will walk away with tangible steps to grow themselves and their teams.

Learning Objectives:

- *Recognize and recall the importance of ongoing learning in personal and professional development
- *Grasp the fundamental concepts of LEAdERnship by understanding its key elements: Intent, Impact, and Influence
- *Utilize acquired insights to create a tangible and personalized LEAdERnship plan, ensuring practical application of the principles

Molly Mackey, MBA, CPTD is an author, speaker and trainer of leaders. She believes that by intentionally intersecting the ongoing journeys of leadership and learning we can create better leaders and Better Leaders = Better Lives™

Molly is the founder and chief learning officer of the LEAdEARNship Institute and has over 18 years of business and speaking experience. She has a passion for business, strategy, leadership and learning.

Molly lives in Jesup, IA with her partner and has four children ages 2 to 17.

Her books include:

“52 Powerful Reflection Questions for Leaders”

“52 Powerful Reflection Questions for Emotionally Intelligent Leaders”

“52 Powerful Reflection Questions for Teams

Registration Form and Fees

MANHA Members : \$145

Non-Member : \$170

Continental breakfast and lunch will be provided

6 hours of Administrative CEU's will be available via certificate at the end of the seminar approved by the MO. Board of Nursing Home Administrators

Fax or Email to: MANHA | 573-634-8590 | dotties@mlnha.org

Attendee 1: _____

Attendee 2: _____

Email: _____

Phone: _____

Facility: _____

Payment Information: Check MasterCard Visa Discover AmEx

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Admin License # _____

A refund minus a \$25 processing fee will be given if requested by 5 days prior to seminar. No refunds will be given after that date. You may send a substitute.