

Practice Innovation Certification Agenda

Day 1

Leading through Transition:

- Take a personal leadership style and values clarification assessment to better understand yourself as a leader.
- Learn and apply a 4 stage transition model to identify and mitigate behaviors correlated to the stress of change.
- Recognize your own triggers with change and areas of opportunity to support your colleagues, providers and teams through transition.

Effective Communication Strategies:

- Learn various coaching tools, such as Values Clarification Exercises, Asking Powerful Questions, creating a Culture of Curiosity, as well as how to properly apply them.
- Understand and overcome your own barriers to effective communication.
- Learn engagement strategies specific to providers.

Emotional Intelligence and Conflict Resolution:

- Learn the 4 quadrants of emotional intelligence and how they impact your leadership.
- Take a personal assessment to identify opportunities to grow your own emotional intelligence.
- Grow your emotional intelligence to increase your conflict resolution skills and interpersonal dynamics.
- Learn re-framing and de-escalating techniques to utilize with your teams and patients

Day 2

Process Improvement Tools and Methodologies Put Into Practice:

- Learn various Lean concepts to ensure the development of efficient workflows and business processes.
- Identify systemic issues and perform Lean interventions to achieve your organization's desired outcomes.
- Teach process improvement tools to your providers, staff and teams, so they can drive change.

Change Management Assessments and Methodologies:

- Learn how to engage staff in supporting change efforts through change readiness assessments.
- Identify the systems and structures that need to be put in place to sustain change for your organization.
- Understand your readiness to change and what personal challenges you experience with change

Facilitation Skills Development:

- Learn how to gain the outcomes you want in meetings through the application of effective facilitation.
- Gain skills to lead through facilitation to support meaningful change and build trust with your teams.
- Demonstrate facilitation tools to empower and drive change within your team.

The virtual training modules available with every training will be held biweekly. The name of the trainings and the order in which they are offered may change; however, the overall content will remain the same and will seek to cover the following:

1. Plan, Do, Study, Act (PDSA) cycles/Rapid process improvement
2. Quality Improvement Metrics Dashboard Development
3. Engaging providers
4. Team engagement strategies
5. Relationship management strategies (matrixed organizations)
6. Spread and sustain best practices