Leadership Residency Program

Based upon the successful nurse residency program model, the leadership residency brings together new health care leaders to expedite the likelihood of success in the leadership role. New leaders in health care often come from the ranks—employees with good potential for leadership and management but with little training or support. Attract and retain your new leaders by investing in this residency program!

**Broad Program Outcomes** -
The intended outcomes of the Leadership Residency Program include:

- Transitioned successfully from individual contributor to competent supervisor/manager
- Advanced critical thinking for leadership decision-making
- Competency in giving feedback to improve performance of others
- Commitment to life-long learning as a leader
- Full engagement in the leadership role
- Enhanced job satisfaction

**Bi-Monthly Learning Sessions for one year** - Every other month for one year a leader attends highly interactive and enriching learning sessions, with practical skill-building topics that can be applied immediately. The session schedule is:

Day 1: 12:30 p.m. – 6:00 p.m.
Day 2: 8:30 a.m. – 2:30 p.m.

**Coaching Calls** - Between sessions for personalized growth and learning.

**Email List Serve and Portal** - For “just in time” learning, networking and support between sessions

**Curriculum Structure** - The learning session topics are organized according to:

- Building capacity in the self
- Building capacity as a member of a new team—your leadership peers
- Building capacity as a professional and leader
- Building capacity for leadership across the continuum and beyond

**Themes that will run throughout the curriculum:**

- Critical thinking, decision making and prioritizing
- Being a visionary
- In the moment leadership
- Defining what kind of leader you want to be
- Personal and professional accountability

**Target Audience:** Novice leaders/supervisors/managers/directors/team leads/charge nurses with less than one year experience in a leadership role. The commitment is for the full year of the program.

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<th>Learning Session</th>
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<td><strong>Session 1</strong></td>
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| Building Capacity within the self | • Welcome to the program! Overview, logistics, integration with your new colleagues  
• Servant leadership  
• Personality assessment  
• Diversity awareness  
• Self-care and stress management  
• Time management  
• Transitioning from peer to “boss”  
• Managing the challenges of being a working manager  
• Identifying personal values |
| “Know thyself first” | |
| **Session 2**   | **Focus** |
| Building Capacity within the Self | • Assertive communication  
• Preventing and managing conflict  
• Speaking in front of a group  
• Performance Management and Performance Reviews  
• Feedback and coaching skills-having the tough conversations  
• Negotiation skills  
• Dealing with bad behavior  
• The importance of debriefing |
| “It’s all about communication” | |
| **Session 3**   | **Focus** |
| Building Capacity as a Team Member | • Leading a change  
• Managing projects  
• The five dysfunctions of a team  
• Delegating effectively  
• SMART goals  
• Collaborating  
• Getting results in your meetings  
• Behavior based interviewing, how to hire the right person |
| “I can’t do this alone” | |
| **Session 4**   | **Focus** |
| Building Capacity as a professional leader | • Differentiating management and leadership  
• Defining professionalism  
• Engaging your workforce  
• Creating a positive culture  
• Service excellence |
| “Walking my talk” | |
| **Session 5**   | **Focus** |
| Building Capacity across the continuum | • Systems Thinking  
• Alignment of mission, vision, values and organizational goals  
• Finance for the non-finance managers (charge master, budget, FTE, capital, resource management, developing/managing staffing models)  
• Community Needs Assessments and new program development-writing a business proposal  
• Managing the competency program |
| “How do I impact the bigger picture?” | |
| **Session 6**   | **Focus** |
| Building a Capacity across the continuum | • Quality and risk management  
• Safety responsibilities  
• Human Resources (impaired employees, FMLA, ADA, disciplinary/grievances/performance action plans)  
• Regulations and standards (the Joint Commission, state, CLIA)  
• Compliance  
• Population health  
• Life-long Learning: Five-Year Plan  
• Final program evaluation and celebration |
| “How do I follow the rules – and how do I even know what they are?” | |