

Healthcare Talent: Creating a Culture to Thrive

Virtual Conference | March 10-11, 2022

*Conference times are Central Standard Time (CST) *Approved for up to 20.25 continuing education (CE) credits

DAY ONE — MARCH 10

GENERAL SESSION

- 9-9:05 a.m. Welcome and Opening Remarks
- 9:05-9:15 a.m. **The Nine Principles®: A Leader's Guide to Maximize Performance and Create a Culture of Excellence** — Craig Deao, MHA, Huron Managing Director and Speaker
- 9:15-10 a.m. **It Starts With Culture** — Kevin Roberts, President & CEO, AdventHealth Central Texas | AdventHealth Rollins Brook

CONCURRENT BREAKOUTS: *Drive Alignment/Create Accountability* (Select one session to attend)

- 10:10-11:10 a.m.
- How Alignment Drives Results**
Having alignment across the team is critical to success. During this session, attendees will learn how to drive alignment by sharing the same vision, understanding the goals, knowing everyone's strengths and communicating progress.
- Employee Accountability ~ Really?**
Accountability is key to achieving results. Yet leaders often fail to hold employees accountable. During this session, attendees will learn how to set clear strategic goals with measurable outcomes, align the jobs to the goals, and have a high level of transparency of progress.
- Leaders Leading Leaders**
A great leader will not only delegate to others but will provide support and guidance to help people who report to them grow. During this session, leaders will learn how to successfully guide their leaders through delegation and problem-solving, providing clear expectations, adopting strategies to conduct difficult conversations, and more!

CONCURRENT BREAKOUTS: *Develop, Engage and Recognize* (Select one session to attend)

- 11:20-12:20 p.m.
- Employee Rounding**
Employee rounding is a proven tactic that ensures clear communication and builds trust between staff and leaders. During this session, attendees will learn why and how to round on employees, how to align questions to desired outcomes, and tools to help you succeed.
- Developing Talent in the Moment and for the Future**
Time is precious and so are your people. During this session, attendees will learn how to develop talent in small bursts by leveraging key coaching "in the moment" tactics that build connections to the organization for the long term.
- Elevate Your Approach to Employee Reward and Recognition and Drive Results**
High-performing employees achieve results, but sustaining those results depends on top talent feeling appreciated when they do. Attendees of this session will learn key strategies to elevate their approach to employee reward and recognition, setting the stage for a people-first culture where employees feel valued for their efforts and inspired to maintain high performance.

12:20-12:50 p.m. 30-Minute Lunch Break

GENERAL SESSION

Rethink Engagement

Engagement is not new. It is, in fact, fundamental to creating an environment in which people can learn, grow and thus give commitment to an organization and its mission. What is new is the unprecedented options people have in front of them today. In today's discussion, we will share a diverse collection of perspectives on how to build connection, how to understand the needs of your team and ultimately creating an engaged team that wants to be with your organization for years into the future.

12:50-1:40 p.m.

Panelists:

- Roy Butler, Chief Executive Officer, St. Joseph's Health Care London
- Paula R. Meskan, FACHE, CEO, River's Edge Hospital
- Cory Edmondson, MBA, FACHE, President/CEO, Peterson Health
- Sandra Rader, DNP, MSA, R.N., NEA-BC, President, University of Pittsburgh Medical Center

Moderator: Jennifer Miller, Principal, Huron

CONCURRENT BREAKOUTS: *Communicate, Communicate* (Select one session to attend)

Developing Active and Effective Listening Skills

Listening is the basis of good communication. During this session, attendees will learn about body language, how to ensure communications are clearly understood by using teach backs, and how to dig deep to find root causes rather than surface answers.

Influential Messaging to Communicate Change Effectively

Effective communication helps drive desired and required changes in your workplace. During this session, attendees will learn how to use the compelling *why*, the definitive *what*, and the directional *how* to communicate effectively to drive change successfully.

Answering Tough Questions

Today more than ever, leaders are having to answer some tough questions around mandates, staffing and so much more. During this session, leaders will learn how to find the right words to address tough questions and to see what "right" looks like through role-play.

1:50-2:50 p.m.

CONCURRENT BREAKOUTS: *Develop, Engage and Recognize* (Select one session to attend)

Employee-Centric Tactics to Drive Well-Being and Retention

As the COVID-19 pandemic and the great resignation change the way we work, it is increasingly important to hire, engage and retain employees. During this session, attendees will learn how to cultivate an employee-centric culture by connecting to purpose, providing support, building autonomy, communicating appreciation, and developing a psychologically safe environment.

3-4 p.m.

Boost Retention Despite the Great Resignation

What can you do to retain and attract top talent? During this session, attendees will learn how to invest in and secure high performers, develop and grow middle/solid performers, and manage low performers even during staff shortages.

The Role Leaders Play in Promoting a Culture of Inclusion

One of the most uncomfortable conversations leaders find themselves facing is how we approach diversity and inclusion within our organizations. During this session, attendees will learn what it truly means to define and promote a culture of inclusion, how to understand your role as a leader in promoting a culture of inclusion, and tips on how to embed a culture of inclusion throughout your organization.

GENERAL SESSION

Recognizing and Addressing the Needs of Traumatized Healthcare Workers

4:10-4:55 p.m.

- Samuel McLean, M.D., MPH, Associate Professor of Anesthesiology and Institute of Trauma Recovery, UNC Health
- Samantha Meltzer-Brody, M.D., MPH, Assad Meymandi Distinguished Professor and Chair of the Department of Psychiatry, UNC Health

4:55-5 p.m.

Day One Takeaways and Wrap-Up

After Hours

5-6 p.m.

Got Questions? Ask a Huron Expert

DAY TWO — MARCH 11

GENERAL SESSION

9-9:05 a.m. **Welcome, Connect the Dots, and Opening Remarks**

CONCURRENT TRACKS: Huron experts will expand on the day-one learnings and how to specifically apply the tools, tactics and best practices to succeed in each of the unique roles in healthcare organizations outlined below:

New Leaders and Managers Track

New leaders and managers have a unique opportunity to approach their teams and projects with a fresh perspective. This session will narrow the focus from yesterday's learnings to hone in on the leadership skills needed in your new role.

Facilitated by Margaret Stanzell, Huron Director

Nurse Leaders Track

Today's successful nurse leader must artfully deploy leading practices to drive culture and accountability, talent retention and workforce optimization, and highly reliable quality, safety, and operational outcomes. Join Huron's nurse experts as they speak specifically to the traits and tactics needed to thrive and sustain high performance in today's healthcare environment.

Facilitated by Lisa Reich, R.N., Huron Senior Director, and Vikki Choate, DNP, MSN, R.N., NEA-BC, CPHQ, Huron Senior Director, and Judy Stroot, R.N., BSN, M.A., NEA-BC, Huron Managing Director

Physicians and Med Practice Leaders Track

During this session, take a deeper dive into your responsibility in creating a thriving culture as a physician and medical practice leader. Understand the specific tools and tactics you can implement to further create a culture of engagement and well-being through leadership.

Facilitated by Dan Smith, M.D., FACEP, Huron Principal and Executive Medical Director, Julie O'Shaughnessy, Huron Principal, and Marcie Rohleder, Huron Senior Director

9:15-11 a.m.

GENERAL SESSION

11:10-11:15 a.m. **Key Takeaways and Closing Remarks**

11:15-noon **Closing Keynote by Rich Bluni, R.N., Best-Selling Author and National Speaker**

Noon **Conference Adjourned**

**The live portion of the conference is designated for up to 8.75 continuing medical education (CME) and continuing nursing education (CNE) credits, and up to 8.75 contact hours of continuing pharmacy education (CPE) credit. Participants may also earn up to 11.5 additional credits/contact hours by viewing the on-demand session recordings.*

**All registered attendees will have access to all keynote and breakout recordings for 30 days post event so you don't miss any valuable content.*