



# #We Are Sterling

Elevating organizational performance excellence.

## Healthcare Forum- Tuesday May 28, 2019 8:00 a.m. – 4:30 p.m.

### ***Developing Leadership Systems for Excellence***

The Leadership system sets the framework for effective organizational performance. Learn how to define your leadership model to gain insights into defining the values, culture and performance structure to be a high performing organization.

#### **Objectives:**

- \*Learn how high performing organizations develop strong leadership systems to drive systematic organizational performance
- \*Increase knowledge and skills in leaders' role in defining, shaping, and maintaining desired values and culture of the organization
- \*Understand the linkage and alignment of the leadership system, with competencies, communication and performance improvement
- \*Describe the critical importance of creating an accountability system to ensure performance results
- \*Develop a leadership model as a beginning framework for the organization's journey for performance excellence

<b>Healthcare Leadership Symposium</b>	
7:30 – 8:00 Susan White	<b>Conference Registration and Information (3 activities- will we do a readout for each)</b>
8:00 – 8:45 Roland Martinez	<b>Welcome and Introductions</b> <ul style="list-style-type: none"> <li>• Analyze results (from attendee survey) on expectations and criteria knowledge</li> <li>• <b>Leading the Way: Creating the Organizational Leadership System (Framing the Day)</b></li> </ul>
08:45 – 10:15 (Name) 90min	<b>Part 1- Crafting Your Organizational Culture and Defining Values</b> <ul style="list-style-type: none"> <li>• Selecting and defining your organizational values</li> <li>• Deploying your Organizational Values</li> <li>• Utilize a value selection tool to uncover your culture (group exercise and readout)</li> </ul>
10:15 – 10:30	<b>Break</b>
10:30 – 12:00 Roland Martinez 90min	<b>Part 2- Aligning/Selecting the Leadership Team and Ensuring Competencies</b> <ul style="list-style-type: none"> <li>• Systems to evaluate your current senior leadership team alignment to values</li> <li>• System to select new senior leadership team members</li> <li>• Aligning the rest of the leadership team</li> <li>• Competencies and their relationship to values: creating your dictionary (Korn Ferry's FYI Book, DOH-Broward Competency Dictionary) (group exercise and readout)</li> </ul>
12:00 – 1:00	<b>Lunch includes break</b>
1:00 – 2:30 Paula Thaqi 90 min	<b>Part 3- Codifying the Means of Results Assurance and Creating an Improvement System (Performance Structure)</b> <ul style="list-style-type: none"> <li>• Accountability models: the pros and cons</li> <li>• Identify the components of accountability</li> <li>• Create an accountability system (group exercise and readout)</li> </ul>
2:30 – 2:45	<b>Break includes dessert</b>
2:45 – 4:15 Roland Martinez 90min	<b>Final - Putting It All Together as a Leadership System</b> <ul style="list-style-type: none"> <li>• Create an overall Leadership Model from the day's work</li> <li>• Identify gaps in the system that may have been missed</li> <li>• Forms of organization-wide communication (Knowledge Management)</li> <li>• Group exercise</li> </ul>
4:15 – 4:30 Susan White 15 min	<b>Closing and Evaluation</b>
4:30 – 6:00	<b>Grand Opening of Sterling Products and Services Exposition and Networking Reception</b>

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*Nursing Contact Hours and ACHE Category II Qualified Education Credits are provided for the Healthcare Symposium by the Florida Hospital Association*