



## Professional Development Day Event Schedule

October 27, 2023

**In-Person & Virtual Event!**

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# About Our Event



## Welcome to Investing in Us Professional Development Day 2023

The purpose of our Professional Development Day is to empower our team members with the knowledge, skills, and resources they need to thrive both personally and professionally. We believe that investing in the growth and development of our team members not only benefits them individually but also strengthens our organization as a whole. By focusing on skill enhancement, teamwork, adaptability, career growth, and well-being, we aim to create a workplace where our team members can excel and contribute to our continued success. This day is a testament to our commitment to nurturing talent, fostering collaboration, and ensuring the long-term success of our team members and Augusta Health.

**Take a moment on page 20 to complete our Self Evaluation form and formulate personal goals and action plans to maximize your self and career development opportunities during this event.**



# Full Day Agenda

8:00am - 10:00am

Speaker:

Chris Turnage

Location: EDU 209

## Microsoft Excel Basics

Gain hands-on expertise with Microsoft Excel in this beginning-level course that combines the basics with enough tips and short cuts to keep even the experienced users engaged.

8:00am - 10:00am

Speaker:

Esteban Nieto

Location: EDU 215

\*ANCC contact hours\*

## Working with Diverse Cultures

This seminar develops skills to effectively communicate and engage with patients, co-workers, and stakeholders who represent different cultural backgrounds.

9:00am - 10:00am

Speaker:

Jennifer Huffman

Location: Mannix

Conference Room

\*ANCC contact hours\*

## Cultivating Connections Through Your Personal Brand

Just as a company brand helps to communicate its value to customers and stand out from the competition, a personal brand does the same for individuals. Discover your unique personal brand, develop it, and cultivate meaningful connections.

9:00am - 10:00am

Speaker:

Andrew Keimig

Location: ACC 1-3

\*ANCC contact hours\*

## Journey Across the Chasm: The How of Practice Transformation

Learn how the Mayo Clinic in Florida has successfully (and unsuccessfully) approached their journey towards developing a culture of innovation.

10:30am - 12:30pm

Speaker:

Rose Markey

Location: ACC 1-3

\*ANCC contact hours\*

## Transformative Leadership

Learn how your mindset can make or break organizational initiatives and explore specific strategies and approaches for value optimization and transformation.

11:00am - 1:00pm

Speaker:

Chris Turnage

Location: EDU 209

## Microsoft Excel Intermediate

Take your knowledge of Excel to the next level with this intermediate-level class that contains more complex skills and features.

11:00am - 12:00pm

Speaker: DeVry

University

Virtual

## DeVry Advancing Ambition Series: Learn How to Connect with Clarity and Confidence.

Discover the difference effective written and verbal communication can make in the workplace.

11:00am - 12:00pm

Speaker:

Jennifer Huffman

Location: Mannix

Conference Room

## Demystifying Financial Aid or Assistance

Paying back your balance—no matter the amount—can feel overwhelming. This session will help you focus first on navigating student financial debt and finding a repayment path that works for you.

11:00am - 1:00pm

Speaker:

Kim Azonevich

Location: EDU 215

\*ANCC contact hours\*

## Effective Workplace Communications

The focus of this seminar will be on effective communication that helps instill trust and efficiency.

1:00pm - 2:00pm

Speaker: Ted

Donnelly

Location: ACC 1-3

## Incorporating NAHQ Quality Competency Framework at Augusta Health

Learn how this initiative supports Value, Optimization and Transformation at Augusta Health.

1:00-2:30pm

Speaker:

Jessica Bezold and

Benjamin Carnevale

Virtual

## Maximizing Microsoft Teams

Explore the features of Microsoft Teams and see how you can bring together team members, create conversations and content, and collaborate more efficiently.

1:00pm - 3:00pm

Speaker:

Kaystyle Madden

Location: Mannix

Conference Room

\*ANCC contact hours\*

## Resume and Interviewing Skills

This session is designed to help you determine your skills, assets, and strengths to make a personalized career plan.

2:00pm - 3:00pm

Speaker:

Dr. Dave Urso

Location: ACC 1-3

\*ANCC contact hours\*

## Compound Interest: How Investing in Peers Pays Off

Investing in organizational growth requires universal buy-in; even in the uncomfortable moments, we have to navigate the process as a team.

2:00pm - 3:00pm

Speaker: DeVry

University

Virtual

## DeVry Advancing Ambition Series: Learn How to Harness the Power of Focus in a Digital World

Learn a strategic approach to overcoming the challenges of time management. Walk away focused and ready to put your career and education plans into action.

2:00pm - 4:00pm  
 Speaker:  
 Chris Turnage  
 Location: EDU 209

**Leveraging Outlook**

Everyone needs to stay organized. With the recent addition of MS 365, explore tools to assist in being organized and maximizing your outlook potential.

2:00pm - 4:00pm  
 Speaker:  
 Kim Astonevich  
 Location: EDU 215

**Problem-Solving and Decision-Making**

Everyday we make decisions that impact not only ourselves but those around us. Learn how to identify problems, find their causes, and determine solutions

3:00pm - 4:00pm  
 Speaker: DeVry  
 University

Virtual

**DeVry Advancing Ambition Series: Learn How to Manage Workplace Conflict**

Want to move past differences and get the job done? We'll explore the foundations of conflict, and learn steps you can take to navigate toward a positive transformation during collaboration.

3:00pm - 4:00pm  
 Speaker:  
 Phillip St. Ours

**Process Improvement Framework and VTO**

Gain a foundational understanding of how Augusta Health views its framework, systems, and tools to support Process Improvement.

**Technology Track (EDU 209)**

8:00-10:00 am  
 Microsoft Excel Basics | Chris Turnage

11:00-1:00 pm  
 Microsoft Excel Intermediate | Chris Turnage

2:00-4:00 pm  
 Leveraging Outlook | Chris Turnage

**Career Development (Mannix Conference Room)**

9:00-10:00 am  
 Cultivating Connections Through Your Personal Brand | Jennifer Huffman

11:00-12:00 pm  
 Demystifying Financial Aid or Assistance | Jennifer Huffman

1:00-3:00 pm  
 Resume and Interviewing Skills | Kaystyle Madden

**Virtual**

11:00-12:00 pm  
 DeVry Advancing Ambition Series: Learn How to Connect with Clarity and Confidence

1:00-2:30pm  
 Maximizing Microsoft Teams

2:00-3:00 pm  
 DeVry Advancing Ambition Series: Learn How to Harness the Power of Focus in a Digital World

3:00-4:00 pm  
 DeVry Advancing Ambition Series: Learn How to Manage Workplace Conflict

**Speaker Series (ACC 1-3)**

9:00-10:00 am  
 Journey Across the Chasm: The How of Practice Transformation | Andrew Keimig

10:30-12:30 pm  
 Transformative Leadership | Rose Markey

1:00-2:00 pm  
 Incorporating NAHQ Quality Competency Framework at Augusta Health | Ted Donnelly

2:00-3:00 pm  
 Compound Interest: How Investing in Peers Pays Off | Dr. Dave Urso

3:00-4:00 pm  
 Process Improvement Framework and VTO | Philip St. Ours

**Professional Development (EDU 215)**

8:00-10:00 am  
 Working with Diverse Cultures | Esteban Nieto

11:00-1:00 pm  
 Effective Workplace Communications | Kim Astonevich

2:00-4:00 pm  
 Problem-Solving and Decision-Making | Kim Astonevich

**Notes:**

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# Technology Track (EDU 209)

## Microsoft Excel Basics

8:00am - 10:00am

Speaker:

Chris Turnage

**Class Overview:** Gain hands-on expertise with Microsoft Excel in this beginning-level course that combines the basics with enough tips and short cuts to keep even the experienced users engaged. Potential topics may be working with ribbon interface, format cell contents, performing calculations using formulas and functions, create charts, and organize large worksheets.

## Microsoft Excel Intermediate

11:00am - 1:00pm

Speaker:

Chris Turnage

**Class Overview:** Take your knowledge of Excel to the next level with this intermediate-level class that contains more complex skills and features. Potential topics may include formatting workbooks using advanced features; setting up conditional formatting; calculating financial information as well as dates/time, and formatting text using advanced functions; exploring advanced tools to perform what-if analysis.

## Leveraging Outlook

2:00pm - 4:00pm

Speaker:

Chris Turnage

**Class Overview:** Everyone needs to stay organized. With the recent addition of MS 365, explore tools to assist in being organized tracking email messages and appointments, storing names and contact information of important people, and creating to-do lists to help you complete various types of projects for yourself or your job.

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# Career Development (Mannix Conference Room)

## Cultivating Connections Through Your Personal Brand

9:00am - 10:00am

Speaker:

Jennifer Huffman

\*ANCC contact hours\*

**Class Overview:** A personal brand is, in many ways, similar to a corporate brand by helping to demonstrate who you are, what you stand for, the values you embrace, and the way in which you express those values. Just as a company brand helps to communicate its value to customers and stand out from the competition, a personal brand does the same for individuals, helping to communicate a unique identity and clear value to your employer, patients, and community. In this workshop, you'll assess your brand, leverage tools like linkedin and learn ways to ensure you're uniquely presenting yourself the way you want to be seen, heard, and valued.

**Primary Goal of Workshop:**

Help professionals discover their unique personal brand, develop it, and cultivate meaningful connections to accelerate in their careers.

## Demystifying Financial Aid or Assistance

11:00am - 12:00pm

Speaker:

Jennifer Huffman

**Class Overview:** If you've got student loan debt, you're not alone. There are more than 43.6 million borrowers with student loans, and an average balance of around \$38,000 in federal and more than \$40,000 in private loan debt. Paying back your balance—no matter the amount—can feel overwhelming. This session will help you focus first on navigating student financial debt and finding a repayment path that works for you.

## Resume and Interviewing Skills

1:00pm - 3:00pm

Speaker:

Kaystyle Madden

\*ANCC contact hours\*

**Class Overview:** This session help you determine your skills, assets, and strengths to make a personalized career plan. It will also assist you in identifying job openings, arranging experiential learning opportunities, polishing up your résumé, and sharpening your interviewing skills.

# Speaker Series (ACC 1-3)

## Journey Across the Chasm: The How of Practice Transformation

9:00am - 10:00am

Speaker:

Andrew Keimig

\*ANCC contact hours\*

**Class Overview:** Bringing up the topic of transformation elicits a wide range of emotions, from excitement to fear, depending on your role and position within an organization. Making matters worse, up to 70% of organizational transformation efforts fail across all industries. "Journey Across the Chasm, the How to Practice Transformation" will demonstrate how Mayo Clinic in Florida has successfully (and unsuccessfully) approached their journey towards developing a culture of innovation and role that all staff members can play in creating an environment of transformation.

## Transformative Leadership

10:30am - 12:30pm

Speaker:

Rose Markey

\*ANCC contact hours\*

**Class Overview:**

- Learn how your mindset can make or break organizational initiatives
- Explore specific strategies and approaches for value optimization and transformation
- Decide how you will share your ideas and cascade what you learned among your teams

## Incorporating NAHQ Quality Competency Framework at Augusta Health

1:00pm - 2:00pm

Speaker:

Ted Donnelly

**Class Overview:**

- Define the NAHQ Quality Competency Framework
- Depict the cohort of 48- Decentralized Quality Team engaged "Workforce Accelerator"
- Describe the steps to develop individual Upskill Plans
- Describe how this initiative supports Value, Optimization and Transformation at Augusta Health

## Compound Interest: How Investing in Peers Pays Off

2:00pm - 3:00pm

Speaker:

Dr. Dave Urso

\*ANCC contact hours\*

**Class Overview:**

- Investing in organizational growth requires universal buy-in; even in the uncomfortable moments, we have to navigate the process as a team
- The adage "a bird in the tree is worth two in the bush" fits – none of these investments matter unless we take them to heart. How do we apply the investment back into our unit?
- Cultural transformation is about both top-down and bottom-up initiatives
- Explaining why getting away from the secret shopper mentality is the best thing we can do for our long term health

## Process Improvement Framework and VTO

3:00pm - 4:00pm

Speaker:

Phillip St. Ours

**Class Overview:** Provide participants with a foundational understanding of how Augusta Health views its framework, systems, and tools to support Process Improvement. This would include an overview of what we mean by "Value Transformation and Optimization," and how participants can link their roles to improvement in general by learning how to use a few of the essential tools.



# Professional Development (EDU 215)

## Working with Diverse Cultures

8:00am - 10:00am    **Class Overview:** This seminar develops skills to effectively communicate and engage with patients, co-workers, and stakeholders who represent different cultural backgrounds. Emphasis will be on strengthening inter-office relationship and customer service.

**Speaker:**  
Esteban Nieto  
\*ANCC contact hours\*

## Effective Workplace Communications

11:00am - 1:00pm    **Class Overview:** When people don't get the right message in a form that they can understand, and on time, problems result. The focus of this seminar will be on effective communication that helps instill trust and efficiency.

**Speaker:**  
Kim Asonevich  
\*ANCC contact hours\*

- Organize messages that people can understand
- Improve the flow of communication in an office
- Create an "open communication" environment
- Overcome the myth that more messages equal better communication

## Problem-Solving and Decision-Making

2:00pm - 4:00pm    **Class Overview:** Everyday we make decisions that impact not only ourselves but those around us. This seminar will cover:

**Speaker:**  
Kim Asonevich

- How to identify problems, find their causes, and determine solutions
- What is included in a good decision
- Individual verses group decision making

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# Virtual

## DeVry Advancing Ambition Series: Learn How to Connect with Clarity and Confidence

**11:00am - 12:00pm**    **Class Overview:** Discover the difference effective written and verbal communication can make in the workplace. Explore practical exercises to help you enhance your skills and become a better listener, too. Discover how DeVry's Business Essentials Certificate program can help you learn how to set the tone in written and verbal communication with colleagues and clients. Also learn practical exercises and tips for composing emails, active listening and more.

## Maximizing Microsoft Teams

**1:00pm - 2:30pm**    **Class Overview:** Explore the features of Microsoft Teams and see how you can bring together team members, create conversations and content, and collaborate more efficiently. The course explains how to create scheduled meetings or initiate impromptu meetings inside Teams, and demonstrates file sharing in real time.

**Speaker:**  
Jessica Bezold and Benjamin Carnevale

## DeVry Advancing Ambition Series: Learn How to Harness the Power of Focus in a Digital World

**2:00pm - 3:00pm**    **Class Overview:** Learn a strategic approach to overcoming the challenges of time management. Walk away focused and ready to put your career and education plans into action. DeVry's Business Essentials Certificate program can help you learn how to develop methods for prioritizing tasks, projects and long-term goals. Additionally, gain insight on the benefits and drawbacks of habitually multi-tasking.

## DeVry Advancing Ambition Series: Learn How to Manage Workplace Conflict

**3:00pm - 4:00pm**    **Class Overview:** Want to move past differences and get the job done? We'll explore the foundations of conflict, and learn steps you can take to navigate toward a positive transformation during collaboration. Through DeVry's Business Essentials Certificate program, gain insight on the ways that negative experiences with conflict can lead to positive transformation. Learn the specific steps you can take to address conflict and avoid its negative impact.

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# Meet Our Facilitators



## Kim Lee-Astonevich

Small Business Owner  
Director of both Non-Profit and  
Government Agencies

Kim Lee-Astonevich holds a Bachelor's degree in English and an MBA from Frostburg State University as well as a Doctorate in Business Administration from North Central University. She has graduate certificates in Business Administration and Human Resource Management. Kim has been a small business owner and has been a director of both non-profit and government agencies. In the private sector, she oversaw 33 franchises as the corporate representative in New York and Vermont. She has taught business classes at several colleges including Blue Ridge Community College.



## Ted Donnelly

NAHQ | Vice President, Client Success

With more than 40 years of experience in the healthcare industry working at all levels of patient care delivery and quality leadership, Ted is responsible for leading NAHQ's Workforce Accelerator. Ted serves as the primary client facing team member on these engagements, facilitating the Quality professionals' development, upskilling and integrating the NAHQ educational offerings and incorporating industry recognized resources. Ted is a Certified Professional in Healthcare Quality (CPHQ), holds a BS in Nursing from Hahnemann University (now Drexel University) and his MHA from Villanova University.

## Jennifer Huffman

Vice President and Solutions Banking  
Relationship Manager at Atlantic  
Union Bank



Jennifer Huffman is a Virginia businesswoman who serves as Vice President and Solutions Banking Relationship Manager at Atlantic Union Bank, Virginia’s largest regional bank. Jennifer leads the workplace banking program throughout the Central Western Region including New River Valley, Roanoke Valley, Shenandoah Valley, Lynchburg Region, and Richmond. In this capacity, Jennifer leads a financial wellness program that delivers workplace financial solutions to help employees build financial confidence. Jennifer’s relentless commitment is to help businesses implement workplace financial benefits to support their employees, no matter where they are in their financial journey. In addition to her successful banking career, Jennifer has been widely recognized throughout the commonwealth for her own personal brand. She is known as a “POWER BROKER” because of her influence and connections. In 2022, she was named “Top 20 under 40” in the Lynchburg Business Magazine. She was nominated “Best Local Leader Making a Difference” and “Business Person of the Year” by Lynchburg Business Magazine for 2023. She was also nominated “Citizen of the Year” and “Community Service Award” by The Central Virginia Business Coalition for 2023.

Jennifer serves as Vice Chairwomen of the Board of Directors for HumanKind and Chair of Programs and Resources Committee. She is the Centennial Chair of the Roanoke Heart Ball. She also serves on the Lynchburg Executive Board of Virginia Centers of Inclusive Communities and Lead Teen Advisor of Jack and Jill of America, Inc.,-Roanoke Valley Chapter.



## Andrew Keimig

Mayo Clinic

As a native North Carolinian, Andrew attended the University of North Carolina at Chapel Hill twice, first receiving a Bachelor of Arts in Linguistics with a minor in Music, then returning for a Master of Healthcare Administration. Between those degrees, there were several careers, including a furniture mover for an antique store, a bartender at a martini bar, an AmeriCorps VISTA, and then the Community Affairs Manager for a non-profit behavioral health provider. Andrew has extensive clinical practice operations experience, supporting primary care, procedural, medical specialty, and surgical practices, demonstrating the ability to build teams focused on innovation and change for the patient's benefit. In his current role as Director of Outpatient Practice Transformation, Andrew is focused on digital strategy and strategic partnerships to accelerate the pace and scale of innovation at Mayo Clinic in Florida. Outside of work, Andrew enjoys cooking for his wife, Alyssa, and two daughters, Hadley and Ella, keeping their yard in contention for most likely to not receive a warning letter from the neighborhood HOA, aspiring to become a better golfer, and traveling when possible with two young children.

## Kaystyle Madden

Educator | Blue Ridge Community College



Kaystyle Madden, M.Ed. is a Shenandoah Valley native and serves as the Employer Network Director at Shenandoah Valley Workforce Development Board. She earned a Bachelor of Science in Business Administration from Christopher Newport University and later returned to the valley to obtain a Master of Education in Adult & Higher Education from Mary Baldwin University. Her background in business and passion for life-long learning complement each other perfectly in the field of workforce development. She has worked as an Adult Education Instructor for Laurel Ridge Community College and currently teaches Workplace Readiness classes for Blue Ridge Community College's JobStarter Advanced Manufacturing Program and other workforce co-orts.

Kaystyle is a member of the Greater Augusta Regional Chamber of Commerce Board of Directors where she serves on the Talent Coalition Committee. She is also the Vice President of Skyline Literacy's Board of Directors in Harrisonburg. Her self-described superpower is educating, equipping, and encouraging others to never stop learning!

### References:

CareerEdge <https://careeredge.com/>

PowerNotes <https://powernotes.org/workforce-professionals/>

O\*NET <https://www.onetonline.org/>

CareerOneStop <https://www.careeronestop.org/>



## Rose Markey

Senior Learning and Development  
Consultant  
University of Virginia

Rose Markey serves as a Senior Learning and Development Consultant at the University of Virginia. She is also a member of the global team of Certified Dare to Lead™ Facilitators based on the work of Brené Brown. At UVA, Rose designs and delivers leadership development courses for managers and skills training on topics such as trust, emotional intelligence, communication, change management, performance management, and professional development. Rose is an active public speaker. In 1992, Rose began her career in healthcare human resources, serving in several HR leadership positions within the Texas Medical Center. Her previous experience includes healthcare recruitment, compensation, employee relations, corporate training programs, curriculum design, and classroom facilitation.

## Esteban Nieto

Human Resources Director  
Soli Organic

Esteban is an experienced Human Resources Director at Soli Organic. Strong Human Resources professional with 20+ years of HR experience, skilled in HRD, Employee Relations, Recruiting, Training, Coaching, Performance Management, Executive Search, Compensation, and Affirmative Action. Bicultural and bilingual in English and Spanish.



## Phillip St. Ours

Performance Improvement Coach  
Augusta Health

Phillip joined Augusta Health in July of 2023 from Mary Washington Healthcare. He spent six years at Mary Washington as the Manager of the Performance Improvement department and then as Associate Vice President of the Mary Washington Medical Group. He received certification as a Blackbelt in Lean/Six Sigma from the University of Michigan and taught and certified Yellow and Greenbelts at Mary Washington Healthcare. Phillip has a Master of Business Administration from the UVA Darden School of Business where he studied Design Thinking and Leading Digital Transformations. He served as an instructor at Mary Washington of the High Reliability Organization system and he is a certified Baldrige Award Examiner. Phillip grew up in Harrisonburg Virginia, the second of eight children, and now lives with his wife and two large dogs just over the mountain in Ivy.

## Chris Turnage

Business Course Education

Chris Turnage has been teaching business related courses for more than 15 years. Her real-world expertise as a Human Resources Professional equips her to effectively reach out to her students, providing a down-to-earth approach appreciated by adult learners. Chris has taught Microsoft Word, Microsoft Excel, Microsoft PowerPoint, HIPAA Compliance, Business Concepts, Generational Diversity and Business Writing. In addition, she has served as a guest speaker for administrative professional events at school divisions and at Blue Ridge Community College.

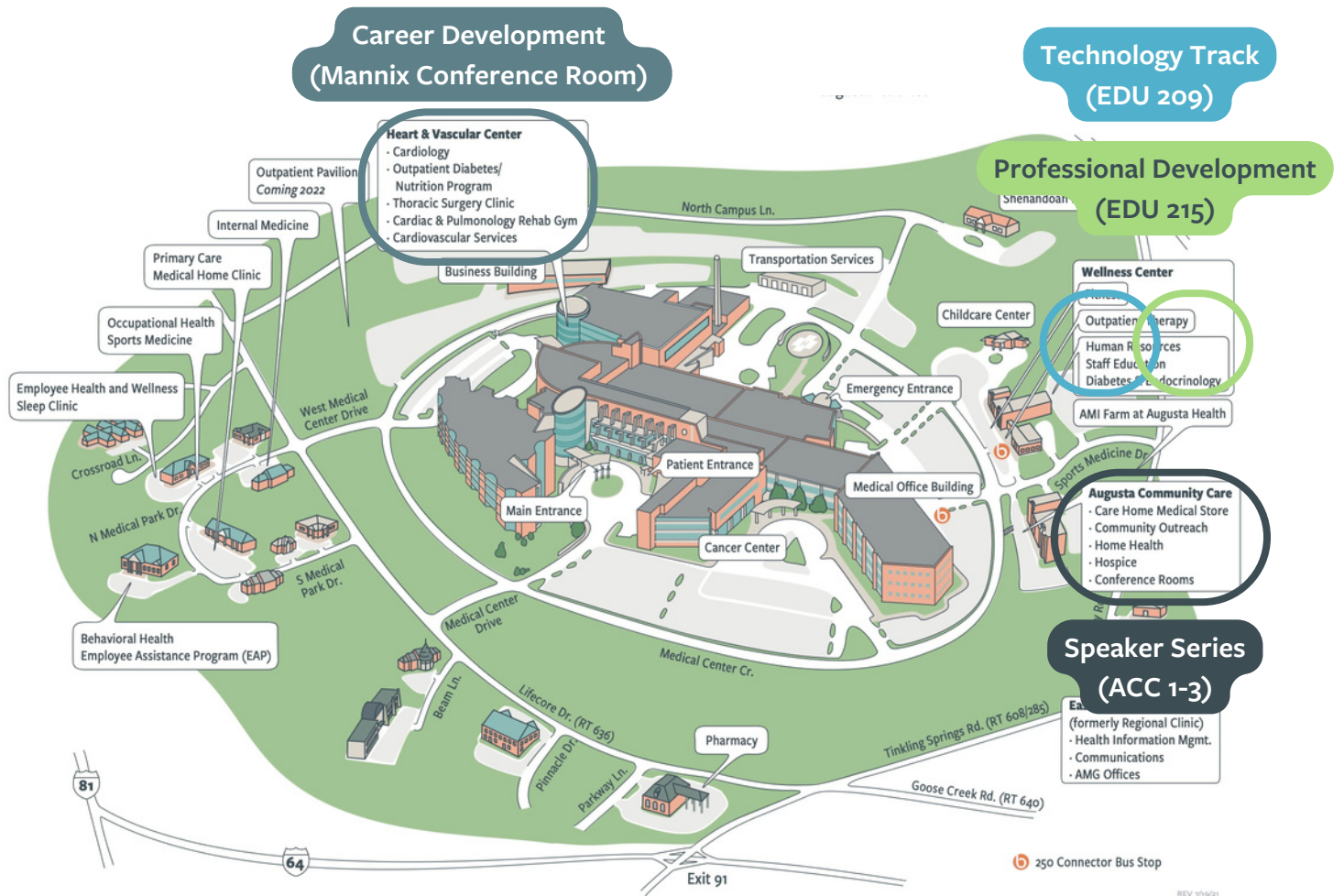




**Dr. Dave Urso**  
Dynamic Consulting

Dr. Dave Urso was born and raised in Philadelphia, Pennsylvania. He earned a Bachelor's degree in Conflict Resolution and a Master's of Education in Psychology from James Madison University. He holds a Ph.D. in Educational Leadership from Colorado State University. Dave's 20 years in higher education have included multiple appointments in student affairs, service as executive director of a nonprofit foundation, and his current role as vice president of academic affairs at Blue Ridge Community College. Dave's company, Dynamic Consulting, was established in 2012 with the intention of infusing strategic leadership into organizations. Dave lives with his wife (Carrie), twin sons (Chase & Luke), and daughter (Belle) in Harrisonburg, Virginia.

# Session Locations



## Mannix Conference Room

78 Medical Center Drive  
Fishersville, VA 22939  
Located in the Heart & Vascular Center

## EDU 215 Conference Room

78 Medical Center Drive  
Fishersville, VA 22939  
3rd Floor

## Technology Track

64 Sports Medicine Dr  
Fishersville, VA 22939  
2nd Floor

## Speaker Series

15 Sports Medicine Drive  
Fishersville, VA 22939



Preparing Aspiring  
Talent in **Healthcare**

**Professional  
Development  
Program**



## Our Mission

The Professional Development Program is designed to inspire team members and enhance their professional skills, knowledge, and abilities to thrive in their current roles and prepare for future career opportunities within Augusta Health.

## Our Vision

This program aims to create a culture of continuous learning, development, and growth, ultimately benefiting both team members and Augusta Health as a whole.

## Objectives

- ✓ **Enhance Professional Skills:**  
Provide opportunities for team members to develop and refine their professional skills including technical, leadership, communication, problem-solving, and interpersonal abilities.
- ✓ **Foster Personal Development:**  
Support team members in identifying their individual strengths, interests, and career aspirations.
- ✓ **Promote Collaboration and Networking:**  
Facilitate cross-functional collaboration and networking among team members, encouraging knowledge-sharing, idea generation, and professional relationship-building.
- ✓ **Cultivate a Learning Culture:**  
Promote a culture that values continuous learning and professional development, inspiring team members to take ownership of their growth and seek out learning opportunities.
- ✓ **Attract, Engage, and Retain Top Talent:**  
Invest in the development of our team members to increase job satisfaction, motivation, and brand loyalty, leading to higher retention and engagement rates.

## Program Details

- ✓ **All team members are eligible to participate.**
- ✓ Classroom education designated as part of the PDP will have credits calculated based on classroom hours.
- ✓ External/off-site events endorsed/sponsored by OD/WFD can be counted based on event hours.
- ✓ New content will be added to the catalog based on feedback and data for needs.
- ✓ We will utilize HealthStream to manage credits/transcripts/reporting.
- ✓ We will do a look-back to January 2022 to capture credits obtained.
- ✓ Online courses and resources within the HealthStream "Professional Development" catalog will be included and credits calculated based on estimated completion time.

## Completing The Professional Development Program



### Complete Class

Each activity within the Professional Development Program will be assigned a credit value in HealthStream.



### Get Credit

15 credits: Learner  
25 credits: Advanced  
40 credits: Professional



### Be Recognized

Level-specific completion certificates sent quarterly to leaders for presentation.

**Next Page:  
Catalog Details**

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# Current Catalog

Self	Credits
Developing a Growth Mindset	0.25
DISC - The Power of Communication Styles	2
How to Create a Career Development Plan	0.25
How to Develop a Professional Network	0.25
How to Remove Five Common Communication Barriers	0.25
How to Use Verbal, Non-Verbal and Written Communication	0.25
Leading with Emotional Intelligence	0.5
Speaking Up in Meetings	0.5
The Art of Managing Up	0.25
Time Management Essentials	0.25
What is Career Development and How Can You Drive Your Career?	0.25
What is Communication and Why Does it Sometimes Fail?	0.25
What is Networking and Why is it	0.25
Why Communication Skills Matter to Your Professional Success	0.25

Business	Credits
Building Consensus in Meetings	0.25
Handling Difficult Customer Service Scenarios	0.5
Leadership Essentials: Coaching for Retention	2
Leadership Essentials: HR for Non-HR Leaders	3
New Leader Orientation	24
Peer Interviewing: Developing Engagement and Leadership	0.5
Peer Interviewing LIVE Class	1
Problem Solving and Fundamentals	0.5
Running an Effective Meeting	0.25
Setting a Meeting Agenda	0.25
The Process Mapping Experience	0.25

People	Credits
Choosing the Right Communication	0.25
Fostering Fearless and Resilient Teams	0.5
Giving & Receiving Appreciative and Constructive Feedback	2
Group Facilitation Techniques	0.25
How to Be an Ally for Diversity and	0.5
Leadership Essentials: Building Teams that Last	0.25
Leadership Essentials: Creating an Inclusive Workplace	3
Leadership Essentials: Fostering a Transformative Culture	3
Leading Through Difficult Times	2
Motivating Your Team	0.5
The Four Stages of Team Development	0.5

**More courses  
coming soon!**

# 2024 Course Calendar

## January

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## February

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

## March

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

## April

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## May

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## June

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

## July

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## August

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## September

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## October

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## November

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## December

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Course	Q1	Q2	Q3	Q4
Building Teams That Last		Tuesday, April 30, 9am-12pm   EDU 215/216	Tuesday, September 24, 1pm-4pm   EDU 215/216	Tuesday, November 12, 1pm-4pm   EDU 215/216
Creating an Inclusive Workplace	Wednesday, February 28, 9am-12pm   EDU 215/216	Tuesday, June 18, 9am-12pm   EDU 215/216	Thursday, September 12, 1pm-4pm   EDU 215/216	Wednesday, December 11, 1pm-4pm   EDU 215/216
HR for the Non-HR Leader	Tuesday, March 5, 9am-12pm   EDU 215/216	Thursday, June 13, 1pm-4pm   EDU 215/216	Thursday, September 12, 9am-12pm   EDU 215/216	Tuesday, October 15, 9am-12pm   EDU 215/216
Fostering a Transformative Culture		Wednesday, May 22, 1pm-4pm   EDU 215/216	Tuesday, July 30, 9am-12pm   EDU 215/216	Tuesday, October 15, 1pm-4pm   EDU 215/216
Coaching for Retention	Tuesday, March 12, 9am-11am   EDU 215/216	Thursday, June 13, 1pm-4pm   EDU 215/216	Tuesday, July 30, 1pm-4pm   EDU 215/216	Tuesday, November 12, 9am-12pm   EDU 215/216
Giving & Receiving Appreciative and Constructive Feedback	Wednesday, February 28, 1pm-4pm   EDU 215/216	Tuesday, April 23, 1pm-3pm   Mannix	Tuesday, August 2, 1pm-4pm   ACC 2	Wednesday, December 11, 9am-11am   EDU 215/216
Microsoft Outlook	Friday, February 23, 10am-12pm   EDU 209 Wednesday, March 27, 2pm-4pm   ACC 3			

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# Self Evaluation

**Professional Objective**

**Personal Objective**

**3 Professional Goals for the Day**

1. \_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
\_\_\_\_\_

3. \_\_\_\_\_  
\_\_\_\_\_

**Notes:**

**3 things that you learned to go back and share with your team**

1. \_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
\_\_\_\_\_

3. \_\_\_\_\_  
\_\_\_\_\_

**Notes:**

**3 Personal Goals for the Day**

1. \_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
\_\_\_\_\_

3. \_\_\_\_\_  
\_\_\_\_\_

**Notes:**

**3 things you would like to work on**

1. \_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
\_\_\_\_\_

3. \_\_\_\_\_  
\_\_\_\_\_

**Notes:**

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## Ideas to Actions

Drop ideas here to later shape them into action steps!

**Ideas & Thoughts**

**Action Steps**

**Remember, it's about taking action, not just taking notes.**

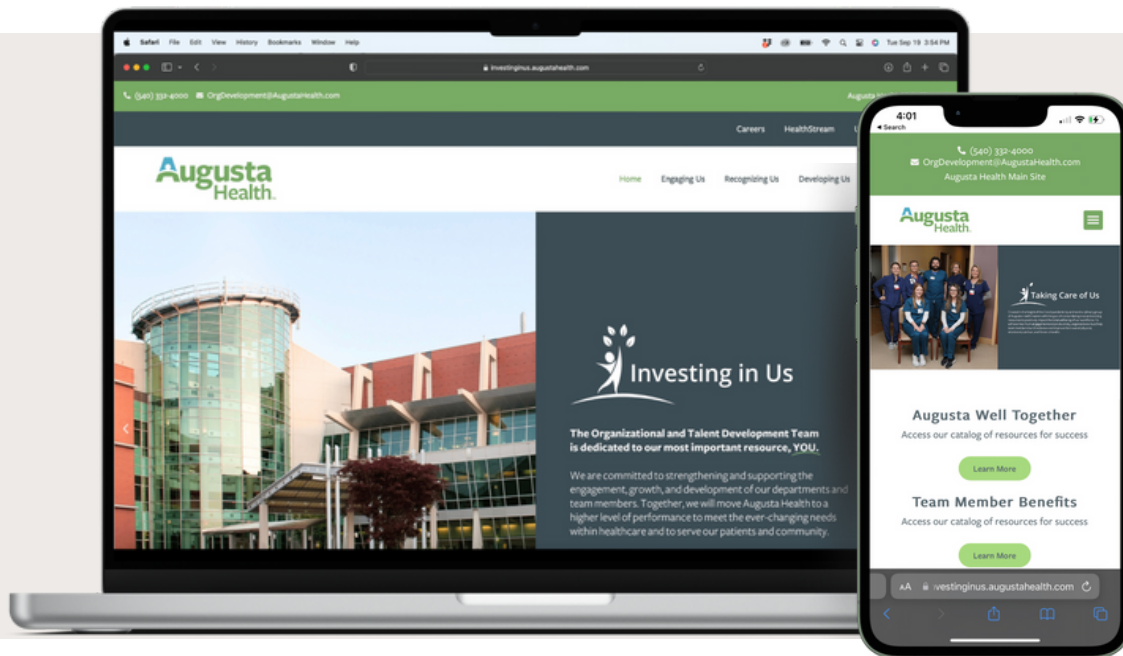








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# Take Our Survey

Did you find today's experience fulfilling? Were you presented with opportunities for professional growth? Could you identify any standout moments that resonated with you? If you have any suggestions for improvement or thoughts on future developments, we would greatly appreciate your feedback. Please take a moment to scan the QR code and participate in our survey, sharing your valuable insights with us.



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