



# Augusta Health Professional Development Day

2024 Event Schedule

October 11, 2024

(In-Person & Virtual Event)

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## How to Enroll

Enrollment is completed online via [HealthStream](#)



### Login Instructions:

To log in as a student, please enter your Employee Number for your User ID.

NOTE: If you should get "locked" out of your account after too many failed login attempts, please wait 5 minutes before trying again.

1. After logging in, you will be directed to the HealthStream home screen.
2. Select "[Catalog](#)" from the menu at the top of the page.
3. Enter the course name in the search bar and press "[Enter](#)."
4. Locate the desired course in the search results and click on it.
5. Click "[Enroll](#)" to register for the course.





## Welcome to the 2024 Investing in Us Professional Development Day!

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 the next page (page 02) to complete “My Professional Development Day Objectives” worksheet and formulate your personal goals and action plans to maximize your self and career development opportunities during this event.**



## My Professional Development Day Objectives

- 1 What are you hoping to benefit from today?

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### Goals

(A SMART goal is a tool used to enhance goal-setting by providing clear guidelines. SMART stands for **S**pecific, **M**easurable, **A**chievable, **R**ealistic, and **T**imely.)

- 2 Utilizing the “SMART” framework, list 3 professional goals:

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- 3 How do you plan to achieve these goals?

(example: consider reaching out to Organizational Development, scheduling a meeting with your manager to discuss your goals and strategies for achieving them, pursuing further education, or exploring other development opportunities.)

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# Professional Development Day Agenda

Time	Location	Topic	Speaker
Technology Track			
8:00am-10:00am	EDU 210	Microsoft Excel	Trisha Fillion
11:00am-12:00pm	EDU 210	Maximizing Microsoft Teams   Current Best Practices & Future Insights	Michael Lotts
12:30pm-1:30pm	EDU 210	Maximizing Microsoft Teams   Current Best Practices & Future Insights	Michael Lotts
2:00pm-4:00pm	EDU 210	Microsoft PowerPoint	Chris Turnage
Virtual			
9:00am-10:00am	VIRTUAL	Joy and Well-Being in the Workplace	Ron Menaker
10:00am-12:00pm	VIRTUAL	Generational Influences in the Workplace: Fostering, Understanding and Collaboration	Erin Martin
11:00am-12:00pm	VIRTUAL	Unleashing Leadership Resilience: Thriving Amidst Change	Ron Menaker
1:00pm-2:00pm	VIRTUAL	Achieving Personal and Professional Success	Ron Menaker
Career and Professional Development			
9:00am-10:00am	EDU 215	Repaying Student Loans	Jennifer Huffman
11:00am-12:00pm	EDU 215	Personal Branding	Jennifer Huffman
1:00pm-2:00pm	EDU 215	Resume and Interviewing Skills	Wandi Maseko
2:30pm-3:30pm	EDU 215	Elevating Professionalism in the Workplace	Wandi Maseko
12:00pm-1:00pm	EDU 216	Leading Change: Value, Transformation, and Optimization	Phillip St. Ours
3:00pm-4:00pm	EDU 216	Time Management for Career Success	Karan Deengar

## Professional Development Day Agenda (continued)

Time	Location	Topic	Speaker
Speaker Series (cont.)			
1:00pm - 3:00pm	Mannix Conference Room	The Fish! Philosophy	Jennifer Testa
4:00pm-6:00pm	Mannix Conference Room	Communicating Non-Defensively	Jennifer Testa
1:30pm - 3:30pm	ACC 1-2	DiSC   The Power of Communication Styles	Bethany Lotts Cindy Young
9:00am-10:00am	ACC 3	Mastering Innovation: Practical Strategies and Tools for Creative Leadership	Kim Asonevich
11:00am-12:00pm	ACC 3	Mastering Uncertainty: Practical Strategies for Effective Management in Healthcare	Kim Asonevich
3:00pm-4:00pm	ACC 3	Coaching your Team as a Leader	George Neighbors
4:30pm-5:30pm	ACC 3	Networking for Connections: Degrees of Kevin Bacon	George Neighbors

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# Technology Track | Computer Lab

**8:00am - 10:00am**

**Speaker:**

Trisha Fillion,  
Augusta Health

**Location:** EDU 210

**Microsoft Excel**

**Class Overview:**

Does just opening up Excel intimidate you? Do you struggle when everyone else SEEMS to understand an Excel worksheet, but you don't even know where to start? Have other Excel courses just seemed too advanced and too fast-paced? If you answered yes to these questions, this BEGINNER'S Excel course is for you!

**11:00am - 12:00pm**

**Speaker:**

Michael Lotts,  
Augusta Health

**Location:** EDU 210

**Maximizing Microsoft Teams | Current Best Practices & Future Insights**

**Class Overview:**

Join us for an in-depth session on how to leverage Microsoft Teams to enhance collaboration and productivity at Augusta Health. Led by Michael Lotts from our IT Department, this session will guide you through the best practices for maximizing the use of Teams within our organization. You'll gain insights into the latest features and tools available, explore real-world use cases, and learn how Teams can be customized to fit your specific needs. This session is essential for anyone looking to stay ahead in our ever-evolving digital workspace.

**2:00pm - 4:00pm**

**Speaker:**

Chris Turnage,  
Blue Ridge Community College

**Location:** EDU 210

**Microsoft PowerPoint**

**Class Overview:**

Designed for individuals who have a basic understanding of PowerPoint and want to enhance their skills. Participants will learn advanced techniques for creating dynamic and engaging presentations. Key topics include:

- Customizing slide layouts and themes
- Utilizing advanced animation and transition effects
- Incorporating multimedia elements like audio and video
- Mastering data visualization with charts and graphs
- Collaborating and sharing presentations effectively

By the end of this course, you'll be able to create professional-quality presentations that captivate and inform your audience.

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# Virtual

9:00am - 10:00am

**Speaker:**

Ron Menaker,  
Mayo Clinical Network

[Teams Meeting](#)

## Joy and Well-Being in the Workplace

**Class Overview:**

Joy and well-being are important aspects of work life balance. This talk shares various approaches to contextualizing joy and provides strategies to enhance joy considering potential burnout drivers and the role of the organization, department/division, leader or individual.

11:00am - 12:00pm

**Speaker:**

Ron Menaker,  
Mayo Clinical Network

[Teams Meeting](#)

## Unleashing Leadership Resilience: Thriving Amidst Change

**Class Overview:**

As we continue with ongoing changes in healthcare, resilient leadership is essential. This session addresses the healthcare challenges, why resilience is important, and understanding the context of managing resilience. Principles will be shared as a compass for healthcare leaders navigating uncertainties in today's rapidly evolving environment. Strategies for effectiveness will be shared integrating strategic planning and thinking, change management, leveraging leadership thinking and emotional intelligence for personal and team excellence.

1:00pm-2:00pm

**Speaker:**

Ron Menaker,  
Mayo Clinical Network

[Teams Meeting](#)

## Achieving Personal and Professional Success

**Class Overview:**

This talk describes the four components of an integrated leadership model synthesizing 40 years of journalizing describing the aspects of: leading yourself through learning, leading others by building relationship, leading organizations by achieving excellence, and work-life integration and synergy. Over 30 strategies are shared to develop leadership capabilities along with questions for reflection.



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# Virtual | Self-Paced Courses

These courses are offered in a self-paced, on-demand format and can be found on HealthStream. They are designed to support your professional development and contribute toward your PATH program credits.

## Building Consensus in Meetings

### Class Overview:

Building consensus is an important, albeit challenging, skill to develop. In this lesson, you'll learn the conditions and steps involved in cultivating consensus as well as four strategies for reaching consensus faster.

[click here to enroll](#)

## Handling Difficult Customer Service Scenarios

### Class Overview:

As a customer service representative, you naturally know a lot about your company and its offerings. Paired with compassion, that knowledge allows you to help customers successfully navigate through their troubles.

[click here to enroll](#)

## Peer Interviewing: Developing Engagement and Leadership

### Class Overview:

The practice of peer interviewing- including members of the work group in the hiring process- is a vital step to ensuring success for new team members. It helps to build the foundation for a cohesive and inclusive team by allowing the group to determine if a candidate fits well within the existing culture.

[click here to enroll](#)

## Improving Your Project Management Skills

### Class Overview:

With so many different clients, teams, and projects to juggle, project management is a dynamic field. There's always something new to learn for the enterprising project manager—and that means there's always room to improve.

[click here to enroll](#)

## Problem-Solving Fundamentals

### Class Overview:

Have you ever known someone who seems to have an answer for any challenge? No matter what life throws their way, they take it in stride. While some people may just have a knack for it, the truth is that anyone can develop strong problem-solving skills

[click here to enroll](#)

## Running an Effective Meeting

### Class Overview:

In this lesson, you'll learn the five steps to running meetings that are more efficient, more constructive, and more engaging for you and your team.

[click here to enroll](#)

## Setting a Meeting Agenda

### Class Overview:

Setting an agenda is an important step toward making your meetings more productive. In this lesson, you'll learn how to develop an effective agenda that will give your team clarity, focus, and alignment.

[click here to enroll](#)

## Overcoming Imposter Syndrome

### Class Overview:

In this lesson, you'll learn to define impostor syndrome and determine whether it's something you're experiencing. Then, you'll learn how impostor syndrome holds you back as well as how to face that insecurity head-on.

[click here to enroll](#)

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# Career & Professional Development

**9:00am - 10:00am**

**Speaker:**

Jennifer Huffman,  
Atlantic Union Bank

**Location:** EDU 215

## Repaying Student Loans

**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. Join this session to learn your options and focus on finding a repayment path that works for you.

**11:00am - 12:00pm**

**Speaker:**

Jennifer Huffman,  
Atlantic Union Bank

**Location:** EDU 215

## Personal Branding

**Class Overview:**

Do you know the unique qualities you bring to the table as a healthcare professional? Having a strong personal brand is what sets you apart! Learn how to effectively showcase your unique skills, experiences, and values. Participants can expect to learn strategies for building a strong personal brand and enhancing their professional reputation to differentiate themselves in a competitive field.

**1:00pm-2:00pm**

**Speaker:**

Wandi Maseko,  
Blue Ridge Community College

**Location:** EDU 215

## Resume and Interview Skills

**Class Overview:**

This session is designed to help you identify and evaluate your skills, assets, and strengths to create a personalized career plan. Through guided self-assessment and strategic planning, you will gain a deeper understanding of your unique capabilities and resources. By the end of this session, you will have a clear, actionable plan tailored to your career goals and aspirations.

**2:30pm-3:30pm**

**Speaker:**

Wandi Maseko,  
Blue Ridge Community College

**Location:** EDU 215

## Elevating Professionalism in the Workplace

**Class Overview:**

Practical guidance on navigating diverse business environments with confidence and grace; learn essential etiquette practices for communication, networking, and interpersonal interactions, fostering positive relationships and opportunities for career advancement.

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# Career & Professional Development

**12:00pm-1:00pm**

**Speaker:**

Phillip St. Ours,  
Augusta Health

**Location:** EDU 216

**Leading Change: Value, Transformation, and Optimization**

**Class Overview:**

In this class, we will learn to lead and navigate strategic change using our performance improvement toolkit. We will talk through strategies to create value, optimize existing systems, and transform the ways we deliver care through innovation.

**3:00pm-4:00pm**

**Speaker:**

Karan Deengar,  
Blue Ridge Community College

**Location:** EDU 216

**Time Management for Career Success**

**Class Overview:**

Practical strategies and tools to optimize productivity, prioritize tasks, and minimize distractions; learn proven techniques for goal setting, task delegation, and overcoming procrastination.

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# Speaker Series

10:00am-12:00pm

**Speaker:**

Erin Martin,  
Mayo Clinic

**Location: Teams**

Virtual Course

## Generational Influences in the Workplace: Fostering, Understanding and Collaboration

**Class Overview:**

Today's workplace is comprised of employees from five different generations. Differences in viewpoints and approaches among the generations can result in misunderstanding and frustration for both employees and employers. This discussion will aid employees in understanding and appreciating the differences among the generations and provide suggestions to enhance collaboration and capitalize on each group's strengths.

1:00pm - 3:00pm

**Speaker:**

Jennifer Testa,  
James Madison University

**Location: Mannix  
Conference Room**

## The Fish! Philosophy

**Class Overview:**

The FISH Philosophy uses four principles to create a work environment where employees are alive, engaged and committed. These principles (Be There, Play, Make Their Day and Choose Your Attitude) focus on the idea that organizations are successful when each individual is successful. How does this happen? Well, you can start by having fun! As the creator of the philosophy states, "work made fun gets done".

4:00pm-6:00pm

**Speaker:**

Jennifer Testa,  
James Madison University

**Location: Mannix  
Conference Room**

## Communicating Non-Defensively

**Class Overview:**

"I know you are but what am I?" Ah, the memories of those long-ago-days on the playground. Or, wait, was it actually last week in the office? At the grocery store? On a Zoom call with a particularly snarky customer? How does that happen? When people get rude or pushy or suspicious, we resort to fighting back.

The good news is.... That's how we're wired.

The bad news is.... It rarely works.

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# Speaker Series

9:00am-10:00am

**Speaker:**

Kim Asonevich,  
Blue Ridge Community College

**Location:** ACC 3

## Mastering Innovation: Practical Strategies and Tools for Creative Leadership

**Class Overview:**

Unlock Augusta Health's creative potential with this dynamic Innovation mini-course, designed to equip leaders at all levels—from frontline managers to Vice Presidents—with hands-on strategies and tools for fostering a culture of innovation. This mini-course goes beyond theory, offering practical, actionable insights that you can apply immediately to drive creative thinking and engagement within your teams.

11:00am-12:00pm

**Speaker:**

Kim Asonevich,  
Blue Ridge Community College

**Location:** ACC 3

## Mastering Uncertainty: Practical Strategies for Effective Management in Healthcare

**Class Overview:**

In the ever-evolving landscape of healthcare, the ability to manage uncertainty effectively is crucial for maintaining high-quality patient care and operational efficiency. "Mastering Uncertainty" mini-course is designed to equip healthcare professionals with the tools and strategies needed to navigate the complexities and unpredictability of a community-based hospital environment.

1:30pm - 3:30pm

**Speaker:**

Bethany Lotts & Cindy Young,  
Augusta Health

**Location:** ACC 1-2

## DiSC | The Power of Communication Styles

**Class Overview:**

Effective communication is dependent largely on how the message is delivered. Understanding and appreciating different delivery styles can lead to fewer communication misunderstandings and may reduce escalation of simple differences to more serious conflicts. This interactive workshop explores the DiSC model of human behavior as a tool to understand your personal style of communication, the value of other styles, and strategies to help improve relationships and outcomes through more effective communication.

3:00pm-4:00pm

**Speaker:**

George Neighbors,  
X-Roads Advisory

**Location:** ACC 3

## Coaching your Team as a Leader

**Class Overview:**

Building your network is one of the most proactive things you can do to keep connected, bring in good candidates and extend your reach. Explore some practical ways to network at work, in the community and within your profession. Bring your smartphone and LinkedIn link (URL)!

4:30pm-5:30pm

**Speaker:**

George Neighbors,  
X-Roads Advisory

**Location:** ACC 3

## Networking for Connections: Degrees of Kevin Bacon

**Class Overview:**

Managing people takes time, intention and energy. Explore how taking a coaching approach (vs mentoring or micromanaging) with your team might help to unlock potential, embed accountability, and shape how you and your teams show up. Come with ideas and questions.

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# Meet Our Facilitators

*Bethany Lotts*

Organizational Development  
Augusta Health



Bethany Lotts has been with Augusta Health since 2016, actively engaging in the Team Member Engagement Council and the Professional Growth and Development Council. After seven years in Patient Access, she transitioned to Organizational Development, where she focuses on projects like the Investing in Us website, content creation, and supports various areas of the organization. Recently, she became a certified DiSC facilitator, showcasing her commitment to creating a positive and engaging work environment. Outside of work, Bethany enjoys spending time with her husband and two kids, being outdoors, reading the Bible, or binge-watching “Friends”.

*Chris Turnage*

Blue Ridge Community College



Chris Turnage brings over 12 years of experience teaching business courses, specializing in Human Resources. She offers practical, real-world insights in subjects like Microsoft Office Systems, HIPAA Compliance, Business Writing, and Generational Diversity. Chris has also been a guest speaker at various administrative professional events, including those hosted by school divisions and BRCC.

*Cindy Young*

Senior Organizational  
Development Consultant  
Augusta Health



Currently a Sr. Organizational Development Consultant and Diversity, Equity, Access, & Inclusion (DEAI) Steering Committee member at Augusta Health, Cindy has served healthcare professionals in the talent development space for over two decades. During this span of time she has developed a strong passion around helping people strengthen interpersonal relationships, improve performance and outcomes, increase engagement, and create a work culture where everyone feels valued as their authentic selves. In her personal time, she enjoys gardening, doing jigsaw puzzles, and spending time with family.



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# Meet Our Facilitators



*Erin Martin*

CRNA, APRN, DNP  
Director,  
Mayo Clinic College of Medicine

Erin is the Director of the Doctor of Nurse Anesthesia Practice Program at the Mayo Clinic College of Medicine, and a practicing Nurse Anesthetist at Mayo Clinic in Rochester, MN. She holds a Master of Nurse Anesthesia from Mayo Clinic and a Doctor of Nursing Practice from Winona State University. Erin is also an Assistant Professor of Anesthesiology and serves as an Onsite Reviewer for the Council on Accreditation of Nurse Anesthesia Educational Programs, with interests in social media professionalism and generational workplace dynamics.



*George Neighbors*

Change Management Consultant  
and Coach

George Neighbors is a change management consultant and coach with expertise in leadership and organizational transformation. With a background spanning nonprofits, tech, and entertainment, he works with clients across government, academia, nonprofits, and business through his company, X-Roads Advisory. George holds a degree in Applied Behavioral Science from Johns Hopkins University and has furthered his executive education at institutions such as Northwestern University, Emory University, and the Center for Nonprofit Excellence.



*Jennifer Huffman*

Vice President and Solutions  
Banking Relationship Manager  
Atlantic Union Bank

Jennifer Huffman is Vice President and Solutions Banking Relationship Manager at Atlantic Union Bank, where she leads financial wellness programs across the Central Western Region of Virginia. Recognized as a “POWER BROKER” for her influence, she has earned accolades such as the “Top 20 under 40” by Lynchburg Business Magazine in 2022 and multiple nominations for her leadership and community impact. Jennifer also serves in various leadership roles, including Vice Chair of the Board for HumanKind, Centennial Chair of the Roanoke Heart Ball, and on the Lynchburg Executive Board of the Virginia Center for Inclusive Communities.

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# Meet Our Facilitators



*Jennifer Testa*

Director of Talent Development  
James Madison University

Jennifer Testa, who served as Director of Training and Development until 2013, returned to JMU in July 2023 as the Director of Talent Development. With a passion for positively impacting others, she now leads the Talent Development team. Jennifer holds a B.A. in Psychology, a B.A. in Human Resource Management from Auburn University, and an M.S.Ed. in Adult Human Resource Development from James Madison University.



*Karan Deengar*

Blue Ridge Community College

Karan Deengar is the Assistant Director of Financial Aid at Blue Ridge Community College and teaches public speaking courses at James Madison University and BRCC. He has served as chair of the Staff Senate, organizing professional development and events for staff. Outside of work, Karan enjoys reading, hiking, and exercising.



*Kim Asonevich*

Blue Ridge Community College

Kim Asonevich is an experienced business professional and educator with degrees from Potomac State College, Frostburg State University, and North Central University, and certificates from Cornell University. She has managed her own catering and bakery businesses, served as an executive director for various organizations, and worked as a corporate representative for Auntie Anne's Corporation. After transitioning to academia in 2007, Kim held teaching roles at Mount Aloysius College and the University of Pittsburgh before becoming the Business Department Chair at Mount Aloysius, retiring in 2018, and currently contributing to Blue Ridge Community College.

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# Meet Our Facilitators



*Michael Lotts*

Workstation Analyst  
Augusta Health

Michael Lotts has been with Augusta Health since 2016, contributing to initiatives such as the Team Member Engagement Council. He began his career at the Service Desk and later advanced to a workstation analyst, earning his A+ certification along the way. Outside of work, Michael enjoys spending quality time with family and friends, reflecting his passion for both his role and teaching others.



*Phillip St. Ours*

Augusta Health

Phillip joined Augusta Health in July 2023, bringing six years of experience from Mary Washington Healthcare, where he held roles including Manager of Performance Improvement and Associate Vice President of the Medical Group. He is a Black Belt certified in Lean/Six Sigma from the University of Michigan and has taught and certified Yellow and Green Belts, alongside being a certified Baldrige Award Examiner. Originally from Harrisonburg, Virginia, Phillip now lives in Ivy with his wife, their two dogs, and recently welcomed their first child this September.



*Ronald Menaker*

Ed.D., FACMPE, MBA  
Administrator at Mayo Clinic

Ronald Menaker, Ed.D., FACMPE, MBA, has 39 years of experience in medical group practice and is currently an Administrator at Mayo Clinic, Rochester. His previous roles include Administrator for several departments at Mayo Clinic and Executive Vice President at Prevea Health Services. He is an Assistant Professor of Health Care Administration and has served on the boards of MGMA and ACMPE, earning the 2014 Harry J. Harwick Lifetime Achievement Award.

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# Meet Our Facilitators



*Trisha Fillion*

Community Outreach Specialist  
Augusta Health

Trisha Fillion, CPC, is dedicated to empowering the community both professionally and personally. As the Community Outreach Specialist at Augusta Health, she leverages her data expertise and engaging teaching style to make complex Microsoft courses, especially Excel, accessible and enjoyable. Outside of work, Trisha enjoys time with her family, dogs, and chickens, and she recently began exploring pottery while co-founding a nonprofit to support local community needs.

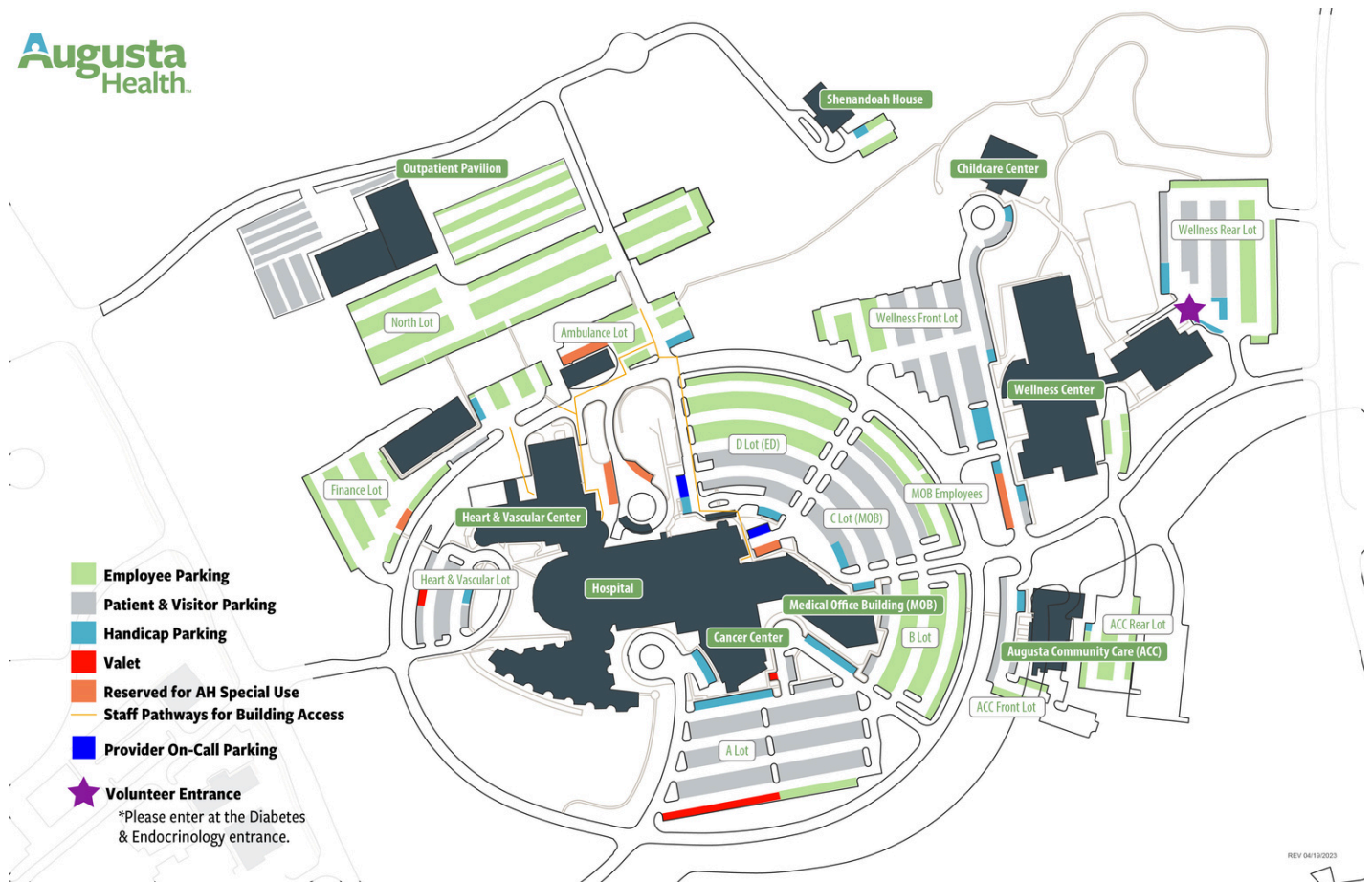


*Wandí Maseko*

Blue Ridge Community College

Wandi is the Career Services Coordinator at Blue Ridge Community College, with a passion for higher education sparked by an internship at Wilmington University. Before joining BRCC, he was the Campus Director at American National University's Harrisonburg campus, where he successfully led reaccreditation efforts and improved key student metrics. Outside of work, Wandí enjoys coaching travel basketball, cheering on the Philadelphia Eagles, and reading.

# Session Locations



**Mannix Conference Room**  
(Located in the Heart & Vascular Center)

64 Sports Medicine Dr  
Fishersville, VA 22939  
2nd Floor

**EDU 215 / 216**

64 Sports Medicine Dr  
Fishersville, VA 22939  
2nd Floor

**Technology Track**

64 Sports Medicine Dr  
Fishersville, VA 22939  
2nd Floor

**Speaker Series**

15 Sports Medicine Drive  
Fishersville, VA 22939  
ACC 1-3



## Augusta Health Professional Development Program | PATH

Augusta Health emphasizes career development from the outset of your employment journey. Through our PATH program (Preparing Aspiring Talent in Healthcare), we provide a central hub for both current team members and prospective candidates to explore career and professional growth opportunities!

### 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.

### 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

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

### 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.

### Questions? Contact us!

✉ [OrgDevelopment@AugustaHealth.com](mailto:OrgDevelopment@AugustaHealth.com)

☎ (540) 332-4889

🌐 for more information, scan here to view our website!





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## Explore Augusta Health Scholars

### Blue Ridge Community College Associate Degree Nursing Program

The new Augusta Health Associate Degree Nursing (ADN) Program, in collaboration with Blue Ridge Community College (BRCC), aims to enhance team member development and address anticipated nursing shortages over the next decade. This ADN program offers a fast track to becoming a Registered Nurse (RN), typically completed in 2-3 years. Graduates quickly gain licensure and enter the workforce, with many continuing to pursue their Bachelor of Science in Nursing (BSN) with Augusta Health's financial support, often in just one additional year.

### Pharmacy Technician Scholars Program

Augusta Health Scholars is a collaborative program to support and sponsor Blue Ridge Pharmacy Technician students. Students accepted into the Scholars program will benefit through robust financial support, professional development opportunities, access to subject matter experts, and unique employment at Augusta Health.

#### Eligible to Apply:

Blue Ridge Community Pharmacy Technician Students

#### Benefits:

- Stipend during the experiential education
- Financial assistance with tuition, fees, and books
- PRN position with Augusta Health
- Support programs such as mentorship and continuing education

### Certified Medical Administrative Assistant Course

Augusta Health is pleased to announce a collaborative initiative with Valley Vocational Technical Center to offer a Medical Administrative Assistant Course at no tuition cost to participants. This comprehensive program will run twice a year, featuring a hybrid learning model with in-person sessions held once a week. All participants will have the opportunity to take the NHA Certified Medical Administrative Assistant (CMAA) Certification Exam, which will be offered and proctored as part of the course.

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## Explore Work-Based Learning

### Informal Internship Program for Non-Clinical Roles

Augusta Health is launching an informal internship program in non-clinical support areas as a step toward a formal partnership with local academic institutions. This program offers motivated students the chance to apply classroom concepts in a professional setting, gain valuable work experience, and explore potential career paths. Interns will develop skills in various support disciplines, including Finance, Human Resources, Information Technology, Fitness, and Marketing, all while contributing to our community at one of Virginia's 50 Best Hospitals. Note that these non-clinical internships do not involve direct patient contact.

For more information regarding any of the programs listed above, please contact us at [OrgDevelopment@AugustaHealth.com](mailto:OrgDevelopment@AugustaHealth.com) or visit our website at [InvestingInUs.AugustaHealth.com](https://InvestingInUs.AugustaHealth.com)

# 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 Communication and Why Does it Fail Sometimes?	0.25
What is Career Development and How Can You Drive Your Career?	0.25
What is Networking?	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

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# Current Catalog

Business (continued)	Credits
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 & Recieving Appreciative and Constructive Feedback	2
Group Facilitation Techniques	0.25
How to Be an Ally for Diversity and Inclusion	0.5
Leadership Essentials   Creating an Inclusive Workplace	3
Leadership Essentials   Building Teams that Last	0.25
Leadership Essentials   Fostering a Transformative Culture	3
Leading Through Difficult Times	2
Motivating Your Team	0.5
The Four Stages pf Team Development	0.5

# 2025 Course Calendar

## January

S	M	T	W	T	F	S
29	30	31	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	1

## February

S	M	T	W	T	F	S
26	27	28	29	30	31	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	1

## March

S	M	T	W	T	F	S
23	24	25	26	27	28	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	1	2	3	4	5

## April

S	M	T	W	T	F	S
30	31	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	1	2	3

## May

S	M	T	W	T	F	S
27	28	29	30	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	1	2	3	4	5

## July

S	M	T	W	T	F	S
29	30	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	1	2

## August

S	M	T	W	T	F	S
27	28	29	30	31	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	1	2	3	4	5	6

## September

S	M	T	W	T	F	S
31	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	1	2	3	4

## October

S	M	T	W	T	F	S
28	29	30	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	1

## November

S	M	T	W	T	F	S
26	27	28	29	30	31	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	1	2	3	4	5	6

## December

S	M	T	W	T	F	S
30	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			

For more information or to enroll in courses, please visit HealthStream:



- ✓ Enter the course name in the search bar and press "Enter."
- ✓ Locate the desired course in the search results and click on it.
- ✓ Click "Enroll" to register for the course.

Course	Q1	Q2	Q3	Q4
Giving & Receiving Appreciative and Constructive Feedback	Thursday, February 20th 9:00am-11:00pm   EDU 215	Tuesday, April 8th 1:30pm-3:30pm   Mannix  Tuesday, June 10th 1:00pm-3:00pm   EDU 215	Tuesday, August 12, 8:00am-10:00pm   EDU 215	Friday, October 17th 9:00am-11:00am   EDU 215  Thursday, December 18, 12:00pm-2:00pm   EDU 215

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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!



scan the QR code  
to take the survey!