Making the transition from being a staff person one day to a supervisor/manager the next is a significant step. Transitioning from individual contributor to being effective in a leadership role is far more challenging and complicated than ever before and requires the ability to use the tools of diplomacy, negotiation, persuasion, and alliance-building, to a greater degree than one used in the past.

Managing change and the demands of your organization for high productivity and quality, combined with financial prudence and regulatory compliance, are only part of the equation. You will discover that those tasks must be balanced with an excellent grasp of human relations skills in working closely and collaboratively with others, and helping the team deal with the pace and scope of unprecedented change in healthcare.

Sarah Campbell Arnett, MA, NCC, BC-DMT, returns at member request to present this full-day, highly interactive, management development program, the first in a two-part series specifically designed for new managers. The second program “Transitioning From Staff to Management: What’s Next” will be held on May 9, 2019.
At the conclusion of this program, participants will be able to:

- Describe the issues/challenges and shifts in perspective involved in transitioning from a staff position to manager—and practical techniques for effectively managing them.
- Identify foundational trust building skills.
- Discuss the characteristics of a successful/effective manager.
- Describe emotional intelligence and its importance for leaders. Identify personal behavior style through the DiSC profile.
- Identify ways to improve communication skills with an effective listening model.
- Explore conflict scenarios new managers face and strategies for addressing them.

Registration

$225 per person for Acute Care Member attendees
$250 per person for CHA Other Member attendees
$300 per person for non-CHA members

Accreditation

This Activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of The John D. Thompson Hospice Institute for Education, Training and Research, Inc. and The Connecticut Hospital Association. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The John D. Thompson Hospice Institute for Education, Training and Research, Inc. designates this educational activity for a maximum of 5 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

DISCLOSURE: The speaker and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation.

This program is pending approval of Qualified continuing education credit through the American College of Healthcare Executives (ACHE).

For additional information, contact CHA Education Services at 203-294-7263 or educationservices@chime.org.