



APIC/SHEA JOINT LEADERSHIP DEVELOPMENT COURSE

December 1-3, 2018 • Arlington, VA



DECEMBER 3, 2018 - COURSE AGENDA | NOT SOLELY A CLINICIAN ANYMORE

TIME	TOPIC
8 - 8:15 AM	Welcome & Introduction
8:15 - 9:30 AM	#1 The Leader's Edge: Influence <ul style="list-style-type: none"> • Building Influence in Your Scope of Leadership and Beyond • Understanding Value from the Receiver's Perspective • Developing a Practice of Knowing the Product of the Product
9:30 - 9:45 AM	Break
9:45 - 11:30 AM	#2 The Leader's Way: Through and With Others <ul style="list-style-type: none"> • The Nature of Change for Individuals, Teams, and for Organizations • Finding Access within your Organization • The Nature of Connection and Inclusion for Teams
11:30 AM - 12:30 PM	Lunch
12:30 - 1:30 PM	#3 The Leader's Task: Eliciting From <ul style="list-style-type: none"> • Questioning Techniques and Tactics • Cooperation and its Impact on Team Efficiency • Meeting Strategies for Creativity and Movement
1:30 - 1:45 PM	Break
1:45 - 2:45 PM	#4 The Leader's Skill: Staying Focused with Differences <ul style="list-style-type: none"> • Dealing Effectively with Difficult Personalities and Styles • Inevitable Conflict and Your Role as Leader • The Skillful Business Relationship
2:45 - 3 PM	Break
3 - 4 PM	# 5 The Leader's Job: Understanding the Customer <ul style="list-style-type: none"> • Customer Awareness Differentiated from Customer Preference and Customer Insistence Language and its Role in Your Leadership • Planning for the Future