



APIC/SHEA JOINT LEADERSHIP DEVELOPMENT COURSE

December 7-9, 2019 • Arlington, VA



DECEMBER 9, 2019 - 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 |