

Healthcare Leadership Conference

Virtual | November 20-21, 2024

** All times are in Central (CT) | Eligible for 6.25 continuing education (CE) credits via livestream and on-demand content*

DAY ONE — November 20, 2024

GENERAL SESSION

- 11:30–noon CT Virtual platform opens
- Noon–12:15 p.m. CT Welcome and opening remarks
- 12:15–1:10 p.m. CT **Navigating the Future: Empowering Healthcare Leaders for Success in a Changing Landscape**
Craig Deao, MHA, Managing Director, Author, Speaker, Huron
- 1:10–1:15 p.m. CT Connect the dots and overview of breakout sessions
- 1:15–1:30 p.m. CT BREAK

CONCURRENT BREAKOUTS:

- 1:30–2:30 p.m. CT **Talking the Talk: How Effective Communication Builds a Strong Culture**
Todd Hendricks, Director, Huron; and Antonio Saltaformaggio, Associate, Huron
- 1:30–2:30 p.m. CT **Building a Respectful Culture**
Jackie Gaines, R.N., Principal, Huron
- 1:30–2:30 p.m. CT **Leading With Influence**
Colleen McCrory, FACHE, Senior Director, Huron

- 2:30–2:45 p.m. CT BREAK

GENERAL SESSION

- 2:45–2:50 p.m. CT Welcome back and keynote introduction
- 2:50–3:40 p.m. CT **High Performance Begins With Personal Accountability**
Clay Linkous, Leadership Speaker and Executive Coach
- 3:40–3:45 p.m. CT Key takeaways and closing remarks
- 3:45 p.m. CT Day one adjourned

DAY TWO — November 21, 2024

GENERAL SESSION

8:30 a.m. CT	Virtual platform opens
9–9:10 a.m. CT	Day two opening remarks
9:10–9:55 a.m. CT	Putting People Front and Center for Organizational Success Penelope Elebash, Managing Director, Huron
9:55–10 a.m. CT	Connect the dots and overview of breakout sessions
10–10:15 a.m. CT	BREAK

CONCURRENT BREAKOUTS:

	Creating a Positive Environment: Utilizing AIDET as a De-Escalation Technique Angie Esbenshade, RN, MSN, MBA, NEA-BC, Sr. Director, Huron
10:15–11:15 a.m. CT	Learning for Retention: Creating Growth Opportunities Jennifer Miller, Managing Director, Huron
	Leadership That Promotes Psychological Safety Kate Katz, Principal, Huron; and Christina Layne, Manager, Huron
11:15–11:30 a.m. CT	BREAK

CONCURRENT BREAKOUTS:

	Using the Power of Habit to Build a Culture of Innovative Leaders Natalie Painchaud, Associate Partner and Author, Innosight
11:30–12:30 a.m. CT	Moving from Compliance to Commitment Craig Deao, MHA, Managing Director, Author, Speaker, Huron
	Performance Management and Goal Alignment Jackie Gaines, R.N., Principal, National Speaker, and Author, Huron
12:30–12:40 p.m. CT	BREAK

GENERAL SESSION

12:40–12:45 p.m. CT	Welcome back and introduce closing keynote
12:45–1:40 p.m. CT	Live Your Mission: Cultivate a Culture of Compassion Kris Ann Piazza, Director, Huron
1:40–1:45 p.m. CT	Key takeaways and closing remarks
1:45 p.m. CT	Conference adjourned

**Agenda subject to change. Visit huronconsultinggroup.com/events for the most up-to-date agenda.*

KEYNOTE SESSION DESCRIPTIONS

Navigating the Future: Empowering Healthcare Leaders for Success in a Changing Landscape

In this opening session, healthcare leaders will gain valuable insights into the most pressing trends shaping the future of healthcare. Drawing from Huron's latest research, this session will explore how leaders can harness emerging technologies such as AI and automation, balance cost-cutting with growth strategies, and redesign both the workforce and care delivery models. The session will also highlight the growing importance of cybersecurity and the rise of consumerism. Attendees will leave equipped with the context and strategies necessary to lead their organizations through transformative times and succeed in an evolving healthcare environment.

Learning Objectives:

1. Understand the current and emerging trends — including AI, automation, consumerism, and cybersecurity — that will reshape the healthcare landscape.
2. Prepare for a dynamic future shaped by workforce shifts and evolving patient expectations.
3. Balance cost-cutting with growth opportunities and manage workforce and care delivery redesign in response to industry changes.
4. Use digital analytics, AI, and automation to enhance operations and care delivery while ensuring long-term organizational success.

High Performance Begins With Personal Accountability

Almost everyone wants their team to be high performing. Most of us also understand that high performance requires holding people accountable. What few people appreciate is the power of holding themselves accountable and how that influences team performance.

Learning Objectives:

1. Increase their awareness of how high performance depends on both team and personal accountability.
2. Increase their desire and knowledge of how to improve accountability.
3. Develop skills and obtain tools that strengthen their personal accountability as leaders.

Putting People Front and Center for Organizational Success

This session will delve into how prioritizing people — patients, staff, and communities — drives organizational success in healthcare through effective human capital management (HCM). Attendees will explore how people-centric strategies, such as talent development, performance management, and employee engagement, can lead to enhanced patient outcomes and improved team dynamics. Practical methodologies for implementing HCM practices will be shared to create a supportive environment that fosters collaboration, innovation, and long-term success.

Learning Objectives:

1. Understand the impact of human capital management on organizational success and people-centric leadership.
2. Learn HCM strategies for enhancing staff engagement, performance, and patient outcomes.
3. Explore methodologies for developing and managing talent to support a collaborative and innovative work environment.
4. Identify approaches to align organizational goals with the strategic management of human capital, focusing on the needs of patients, staff, and communities.

Live Your Mission: Cultivate a Culture of Compassion

In this session, Kris Ann will explore how empathy is essential for team engagement and patient care, yet, it is compassion — the actionable step — that enables organizations to truly live their mission. You will discover practical strategies to embed compassion into your leadership practices and cultivate a culture that supports employees and ultimately elevates the patient experience.

1. Recognize the difference between empathy and compassion in creating a mission-driven culture.
2. Learn practical strategies to integrate compassion into daily leadership practices and empower your team to cascade that compassion to those you serve.
3. Feel motivated to take immediate actions that cultivate a culture of compassion through incremental improvements.

BREAKOUT SESSIONS DESCRIPTIONS:

Talking the Talk: How Effective Communication Builds a Strong Culture

Spoiler alert: No one is reading your email. In this interactive session, learn how to communicate like a champion while raising the performance of your team.

Learning objectives:

1. Identify four ways to strengthen your culture through effective communication.
2. Apply three collaborative communication techniques to improve understanding, retention, and innovation.
3. Select the best methods(s) to communicate with different generations in the workplace.

Building a Respectful Culture

This session focuses on the essential role of respect and inclusion in creating a thriving workplace culture. Participants will explore the business benefits of fostering a respectful and inclusive environment, while also understanding the importance of self-reflection in their inclusion journey. The session will provide practical strategies for integrating cultural competency and promoting inclusion within the workplace, leading to stronger teams and better organizational outcomes.

Learning Objectives:

1. Recognize the business value of building a respectful, inclusive workplace culture.
2. Understand the role of self-reflection in advancing inclusion efforts.
3. Identify at least two ways to integrate cultural competency and inclusion into daily work practices.

Leading With Influence

Effective leaders do not just command; they inspire, persuade, and encourage. Leaders tap the knowledge and skills of a group, point individuals toward a common goal, and draw out a commitment to achieve results. By attending this session, you will walk away understanding how to be an influential leader to move teams and important initiatives forward.

Learning Objectives:

1. Explain how to become an influencing leader.
2. Apply influencing skills (active listening, building trust, emotional intelligence, etc.).
3. Demonstrate constructive feedback.

Creating a Positive Environment: Utilizing AIDET as a De-Escalation Technique

Learn how AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You) can be used to de-escalate tense situations, reduce patient anxiety, and foster trust. This session will provide practical tips for enhancing communication and creating a positive, calming environment in healthcare settings.

Learning Objectives:

1. Understand AIDET's role in reducing patient anxiety and improving communication.
2. Apply AIDET as a tool for de-escalation in stressful situations.
3. Learn strategies for creating a positive patient experience using AIDET.
4. Improve patient satisfaction through effective communication techniques.

Learning for Retention: Creating Growth Opportunities

Leadership development is one of the most pressing issues facing healthcare today. It is important to invest in developing your leaders to gain a significant advantage by improving the bottom line. This session will share insight around why it is critical to continue to develop your leaders, how to build a culture of continuous development, and the impact it has on your organization, including attracting, developing, and retaining talent; driving strategy execution; and increasing your success when navigating through change.

Learning Objectives:

1. Understand the linkage between learning, growth, and retention.
2. Gain a high-level awareness of the key tenants of adult learning.
3. Understand simple shifts you can bring back to your organization.

Leadership That Promotes Psychological Safety

This session will explore how leaders can foster a culture of psychological safety, where team members feel safe to speak up, share ideas, and take risks without fear of negative consequences. Attendees will learn key leadership behaviors that encourage open communication, collaboration, and innovation, ultimately driving higher team performance and well-being.

Learning Objectives:

1. Understand the importance of psychological safety in high-performing teams.
2. Identify leadership behaviors that promote trust and open communication.
3. Learn strategies to create a safe environment for idea-sharing and innovation.
4. Enhance team performance and well-being through psychological safety.

Using the Power of Habit to Build a Culture of Innovative Leaders

Explore insights from "Eat, Sleep, Innovate" in an interactive session with co-author Natalie Painchaud. Uncover how habit shapes innovative leadership, discover strategies for continuous innovation, and gain actionable insights to foster an environment where innovation thrives.

Learning Objectives:

1. Acquire practical strategies and techniques to instill a culture of innovation through habit formation.
2. Apply techniques to surface and diagnose the hidden, often subtle, blockers to fostering a culture of innovation.
3. Identify ways to cultivate a leadership culture where innovation is seamlessly integrated into everyday practices, fostering an enduring cycle where individuals and teams can be their most curious and creative selves.

A New Leader for a New Era: Moving from Compliance to Commitment

Healthcare leaders face a dilemma. Results are not where they should be, but the people tasked with doing more are burned out. How can you push for ever-higher performance without further eroding the engagement and loyalty of our teams? The good news? It does not require leaders to produce many innovative ideas because they are already waiting for you to find them. This session describes a contemporary approach to leadership that offers practical advice to get innovation flowing up the org chart, restores a sense of agency and control to workers, and creates durable performance improvement.

Learning Objectives:

1. Get performance improvement results back on track.
2. Evolve your leadership style to restore a sense of agency and control to your teams.

Performance Management and Goal Alignment

Discover how aligned goals amplify talent development, efficiency, and success. Uncover insights and strategies showcasing the effects of goal alignment on engagement, skills, and collaboration. Leave with actionable methods to implement performance management techniques, cultivating a high-performing workforce and advancing your organization's goals.

Learning Objectives:

1. Understand the impact of aligned goals on talent, efficiency, and success.
2. Acquire techniques to apply goal alignment for engagement, skills, and collaboration benefits.
3. Discover practical ways to integrate performance management with goal alignment, elevating workforce performance, and organizational outcomes.