



Virtual LEAD Academy
Guiding healthcare leaders
to success, together



MAKE AN IMPACT

If you're a new healthcare manager or want to enhance your skills, Virtual LEAD Academy is for you! In 12 focused sessions, you'll learn how to use your strengths to become a more effective leader. The sessions are open to all healthcare managers and supervisors at HASC and CHA member hospitals.

In this course, you'll gain the skills and knowledge to lead your team with confidence. Group discussions, projects and practice scenarios will help you feel a sense of community as you learn together with others facing the same challenges.

Designed to help you succeed as a healthcare leader, LEAD will empower you to develop the productive work relationships needed to support excellent patient care, achieve business objectives efficiently and maintain a safe patient environment.

HASC also offers private in-person LEAD sessions, customized to your organization's preference and number of participants. The private program also includes interactive exercises and practical tools that managers can apply in their work. For more information about setting up a private in-person LEAD Academy or for any questions, please contact Sherita Aquino, saquino@hasc.org, or Sharri Dixon, sdixon@hasc.org.

ACADEMY OBJECTIVES

At the end of LEAD Academy, you'll be able to

- ① Better use your self-management skills in everyday and stressful situations
- ② Enable people and groups you supervise to improve their performance
- ③ Enhance your contributions toward achieving facility and system goals

The LEAD Academy modules use collaborative tools that encourage active learning. Small group discussions, practice scenarios and other interactive activities will help you engage with the material and your peers. Pre- and post-session work help ensure you develop a high level of skills and outcomes.

STRENGTHENING YOURSELF

MODULE 1

From Peer to Manager to Leader

Following this module, you'll be able to:

- Differentiate between leadership and management/supervision, and use the approach best suited to the situation
- Explain what successful leadership and management/supervision look and sound like
- Apply four key leadership principles and practices that support success for supervisors and managers
- Describe how job responsibilities at each level of the organization align to help the organization achieve its goals and objectives

MODULE 2

Leading People Differently / DISC

Following this module, you'll be able to:

- Approach tasks and relationships in a range of ways with different people, using the DISC tool
- Acknowledge how preferences influence your own behavior
- Adapt your style to improve relationships with employees who have different styles
- Influence people with whom you have faced past challenges

MODULE 3

Leadership Communication Best Practices

Following this module, you'll be able to:

- Successfully use the three communication cues that impact understanding
- Use interpretive listening to help employees and colleagues understand the reason for communication
- Deliver messages in a way that achieves the communication's intent
- Apply the most effective communication tools with different people and situations

MODULE 4

Resolving Interpersonal Conflict

Following this module, you'll be able to:

- Identify common sources of conflict
- Choose from five options for responding to conflict, based on the risks and benefits of each
- Adjust your preferred style for responding to conflict to achieve productive outcomes
- Facilitate and engage in conversations focused on successful conflict resolution

STRENGTHENING OTHERS

MODULE 5

Coaching Employees to Higher Performance

Following this module, you'll be able to:

- Identify coaching goals based on the needs of the employee and organization
- Adapt your coaching approach to the person, situation and desired outcome
- Plan and facilitate coaching meetings for improved performance
- Improve employee performance with focused feedback

MODULE 6

Leading Others Through Change

Following this module, you'll be able to:

- Predict your own natural responses to day-to-day and event-based change
- Predict employees' and others' responses to day-to-day and event-based change
- Use leadership and communication skills to help employees work through issues arising from change
- Apply and adapt gentle pressure towards successful change

MODULE 7

Building and Leading Effective Teams

Following this module, you'll be able to:

- Clarify the team's purpose and ensure a WIIFM (What's In It for Me) for all
- Define roles and responsibilities of team members
- Identify and build on each team member's knowledge, skills, experience and interpersonal style
- Apply process tools and techniques to guide proactive team engagement
- Measure, track and report performance for continuous team development

MODULE 8

Planning and Running Effective Meetings

Following this module, you'll be able to:

- Use different processes for different meetings
- Plan and open outcome-oriented meetings
- Manage meeting processes and behaviors
- Close meetings to enhance understanding, agreement and action
- Follow up on meetings to provide maximum benefit

STRENGTHENING YOUR ORGANIZATION

MODULE 9

Managing Performance

Following this module, you'll be able to:

- Create measurable performance goals with each employee that reinforce the organization's goals
- Observe employee performance objectively
- Reduce rater bias in evaluation and feedback
- Stay in your "adult" persona when giving performance feedback

MODULE 10

Organizing Your Time, Work and Priorities

Following this module, you'll be able to:

- Identify and overcome personal time wasters, procrastination and indecision
- Create or enhance a personal productivity strategy based on your strengths and limitations
- Prioritize requests, requirements and deadlines
- Organize and manage your workspace, phone and e-mail

MODULE 11

The Why and How of Organizational Policies

Following this module, you'll be able to:

- Explain the impact of the dynamics that drive organizational behavior in healthcare
- Create policies that establish or reinforce the desired organizational culture
- Interpret and communicate organizational policies and ensure understanding and buy-in to increase compliance
- Administer and reinforce organizational policies

MODULE 12

Business and Finance for Today's Healthcare Leaders

Following this module, you'll be able to:

- Read financial reports and know why they matter
- Explain healthcare reimbursement: how hospitals get paid, third-party payers and why they matter
- Describe the relationship between a department's finances and the hospital's finances
- Explain organizational performance measures and how to use them

OUR FACULTY

Working with HASC, People Results designed the LEAD Academy based on its 30-year track record of helping healthcare organizations become more effective and successful. This record in turn is based on People Results's strong affiliations with the American Hospital Association (AHA), the American Society for Healthcare Human Resources Administration (ASHHRA), The Healthcare Roundtable, and state and regional hospital associations like HASC.



Pamela Cunningham is a Six Sigma Black Belt skilled at blending the technical and human sides of high performance. A master facilitator, certified coach and highly regarded trainer, she has designed and conducts leadership training for clinical and nonclinical managers for private- and public-sector healthcare organizations throughout the western United States. A certified LEAN practitioner, Cunningham also has advised hospital executives on LEAN programs, process improvement and human performance system strategies to resolve various organizational issues quickly and effectively.



Monique Gutierrez brings eight years of experience in organizational and leadership development, change management and labor relations. She studied organizational development in graduate school and is currently working on her PhD in business psychology. Her wealth of knowledge also includes a strong background in project management, group facilitation, employee opinion surveys and corporate needs analysis. Monique has conducted management training for leaders at all levels within organizations in the healthcare, manufacturing, logistics and hospitality industries. She also coaches leaders in managing employee engagement, performance, and employee relations issues.

LIVE VIRTUAL COURSE

VIRTUAL LEAD ACADEMY

SESSION DATES:

Module 1: Sept. 3
Module 2: Sept. 10
Module 3: Sept. 17
Module 4: Sept. 24
Module 5: Oct. 1
Module 6: Oct. 8
Module 7: Oct. 15
Module 8: Oct. 22
Module 9: Oct. 29
Module 10: Nov. 5
Module 11: Nov. 12
Module 12: Nov. 19

Important Reminders

Full academy registrants will have priority over single class registrations.

We encourage you to register for the full academy, as space may not be available for single-class attendees once a session has started.

Pre-registration is required and payment is due one week prior to session start date.

Make check payable and mail to: HASC — LEAD Academy, FILE 1361, Pasadena, CA 91199-1361.

You may be photographed or videotaped at the event. HASC reserves the right to use these images and videos in promotional, educational and other materials.

Transfers

Registrants who cannot attend a session may transfer to another session within the same year. Transfer/make-up sessions will be based on availability and cannot be guaranteed. A \$50 administrative charge will apply to each transferred session.

Important Information

Registration deadline: Aug. 27, 2026.

Valid payment information must be received with your registration.

Make check payable and mail to: HASC, FILE 1361, Pasadena, CA 91199-1361.

You may be photographed or videotaped at the event. HASC reserves the right to use these photos and videos in promotional, marketing, educational and other materials.

Cancellations

Cancellations received in writing up to one week before the session start will be subject to a \$50 processing fee.

We welcome substitutions at any time.

Refunds will not be granted after the one-week cancellation deadline or for no-shows. Fees are not transferable to other HASC programs.

Special Needs or Questions

For ADA assistance or general registration questions, contact Sherita Aquino, saquino@hasc.org or (213) 538-0767.

Continuing Education Credits per module

Attendee must complete all contact hours for the concurrent session in order to receive continuing education credits.



SHRM: Hospital Association of Southern California (HASC) is recognized by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP® or SHRM-SCP® recertification activities.

BRN Credit: HASC is approved by the California Board of Registered Nursing, provider number CEP #970, to award 6 contact hours.*



HRCI: This program has been approved for 6 HR recertification credit hours toward aPHR®, aPHRi™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through the HR Certification Institute.

*Please note that no contact hours will be awarded for module 10.

COURSE BEGINS
THURSDAY, SEPT. 3, 2026

Check-in: 8:45 a.m. Pacific Time
Event: 9 a.m. - 11:30 a.m. Pacific Time

\$170

per session

\$2,042

Full Academy

Registration fees include all materials, continuing education credits and certificate of completion.

For more information, please contact
Sharri Dixon,
sdixon@hasc.org.

Register online
by Thursday, Aug. 27

Scan the QR code to register online, or visit

<https://qrco.de/bgiedr>



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