

Division of Corporate Education

Leadership

Education Courses

2010 Schedule

**Division of Corporate Education
Course Information**

Cancellation Policy

Because space in our classes is limited, we ask that all employees who must cancel their registration prior to start of the course do so three days prior to the start of class. This will allow us to offer your seat in the class to your colleagues.

Cost and Payment

Classes are free for all Lancaster General employees. Payment for Non-LG attendees is due prior to the start of the class. Cost of educational events is subject to change.

Registration

Lancaster General employees may register for all classes via NetLearning. Classes marked with an asterisk (*) next to the title have restricted enrollment. For enrollment information in restricted classes, or for Non-LG attendees to register, contact the Institute for Professional Development Main Office at 717-544-5184.

Division of Corporate Education

Leadership

New Leader		
Target Audience: Leaders who are new to the role of leadership at Lancaster General, including long-term LG Employees who are new to a leadership role, as well as novice to experienced Leaders who recently joined LG. To obtain a certificate of attendance, you must attend one date from each module and attend an additional three electives.		
Courses/ Events	Date and Time	Location
<p>Module 1 <u>Organizational Overview</u> This module provides information about how the Lancaster General (LG) organization is structured and the range of services offered by LG entities.</p> <p>Presenters: Tom Beeman and Marion McGowan</p>	<p>Fri. May 7, 2010 10:30am - Noon</p> <p>Fri. October 8, 2010 10:30am - Noon</p>	<p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p>
<p>Module 2 <u>Creating an Extraordinary Experience @ LG</u> This module provides participants with an introduction to the Experience Design Model as the basis for transforming Lancaster General's patient and family experience from a service model to an experience model.</p> <p>Presenters: Sue Lynam and Rhoda Denlinger</p>	<p>Tues. March 16, 2010 9:00am - 11:00am</p> <p>Tues. July 20, 2010 9:00am - 11:00am</p> <p>Tues. November 16, 2010 9:00am - 11:00am</p>	<p>Burle Conference Room 1</p> <p>Burle Conference Room 1</p> <p>Burle Conference Room 1</p>
<p>Module 3 <u>Human Capital Management</u> This module provides participants with an overview of the LG Human Resource function at LG.</p> <p>Presenter: Mary Miskey</p>	<p>Fri. February 12, 2010 9:00am - Noon</p> <p>Fri. August 13, 2010 9:00am - Noon</p> <p>Mon. June 7, 2010 9:00am - Noon</p>	<p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p>

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Leadership

New Leader Continued		
Target Audience: Leaders who are new to the role of leadership at Lancaster General, including long-term LG Employees who are new to a leadership role, as well as novice to experienced Leaders who recently joined LG. To obtain a certificate of attendance, you must attend one date from each module and attend an additional three electives.		
Courses/ Events	Date and Time	Location
Module 4 <u>Computer Skills for Manager</u> This module provides participants with an overview of the essential computer applications needed at the management level. Presenters: Janet Voss and Rhoda Denlinger	Thurs. February 18, 2010 3:00pm - 4:00pm Thurs. April 22, 2010 8:30am - 9:30am Wed. July 21, 2010 3:00pm - 4:00pm	CIS Training Room CIS Training Room CIS Training Room
Module 5 <u>Financial Education for the LG Leader</u> This module provides participants with information on the overall fiscal strategies at LG, as well as, the leader's role in the fiscal performance area. Presenters: Cheri Foreman, Jason Bullock, Melissa Sikorski, Michele Slenker, Beverly Shoff, Shannon Cranford, Kate Ritter, and Doug Rinehart	Tues. June 1, 2010 10:00am – Noon Tues. September 7, 2010 10:00am – Noon	LGH, Classroom Y & Z LGH, Classroom W

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New Leader Orientation Electives: Choose Three		
Courses/ Events	Date and Time	Location
<p>Elective 1 <u>Communication Skills to Build Effective Teams</u> This module provides information and skills on the basic communication competencies critical to improving performance and engaging team members.</p> <p>Presenter: Robin Granzow</p>	<p>Thurs. January 28, 2010 1:30pm - 3:30pm</p> <p>Mon. May 24, 2010 1:30pm - 3:30pm</p> <p>Tues. September 28, 2010 10:00am - Noon</p>	<p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p>
<p>Elective 2 <u>Introduction to Purchasing, Value Analysis and Contracting at LG</u> This module provides participants with an overview of how the Materials Management/Purchasing functions operate.</p> <p>Presenters: Ken Collins and Celine Huggins</p>	<p>Wed. March 17, 2010 10:00am – Noon</p> <p>Wed. August 4, 2010 10:00am – Noon</p> <p>Tues. December 14, 2010 10:00am – Noon</p>	<p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p>
<p>Elective 3 <u>Moving from Conflict to Collaboration</u> This module provides a model for the effective management of conflict — which will result in increased collaboration, innovation, problem solving, and productivity in the workplace.</p> <p>Presenter: Robin Granzow</p>	<p>Mon. February 22, 2010 1:30pm - 3:30pm</p> <p>Tues. July 6, 2010 1:30pm - 3:30pm</p> <p>Mon. October 25, 2010 1:30pm - 3:30pm</p>	<p>LGH, Classroom W</p> <p>LGH, Classroom Y & Z</p> <p>LGH, Classroom W</p>

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New Leader Orientation Electives Continued		
Courses/ Events	Date and Time	Location
<p>Elective 4 <u>Managing Performance Problems</u> This module provides participants with the skills and tools to prepare for performance-related discussions that increase productivity, collaboration, and achievement of critical goals.</p> <p>Presenter: Elizabeth Miceli</p>	<p>Wed. January 20, 2010 1:30pm - 3:30pm</p> <p>Mon. April 5, 2010 1:30pm - 3:30pm</p> <p>Mon. October 4, 2010 10:00am - Noon</p>	<p>LGH, Classroom Y & Z</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p>
<p>Elective 5 <u>Moral & Ethical Issues in Leadership</u> This module provides participants with information on the basic theories of ethics as applied to leadership in the healthcare setting.</p> <p>Presenters: Tom Beeman, Bob Macina and Maggie Costella</p>	<p>Thurs. March 11, 2010 8:00am - 10:00am</p> <p>Thurs. April 8, 2010 8:00am - 10:00am</p> <p>Fri. September 10, 2010 8:00am - 10:00am</p>	<p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p>

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Developing Leader		
Target Audience: Leaders who have completed New Leader Orientation and have responsibility for the day to day operation of a department, unit or practice; long and short term strategic planning and have direct supervision of others. Choose one date from each desired topic.		
Courses/ Events	Date and Time	Location
<p><u>Moving from Conflict to Collaboration</u> This course will provide a model for the effective management of conflict, resulting in increased collaboration, innovation, problem solving, and productivity in the workplace.</p> <p>Presenter: Robin Granzow</p>	Mon. February 22, 2010 1:30pm - 3:30pm	LGH, Classroom W
	Tues. July 6, 2010 1:30pm - 3:30pm	LGH, Classroom Y & Z
	Mon. October 25, 2010 1:30pm - 3:30pm	LGH, Classroom W
<p><u>Managing Performance Problems</u> This course will provide the skills and tools to prepare for performance-related discussions that increase productivity, collaboration, and achievement of critical goals.</p> <p>Presenter: Elizabeth Miceli</p>	Wed. January 20, 2010 1:30pm - 3:30pm	LGH, Classroom Y & Z
	Mon. April 5, 2010 1:30pm - 3:30pm	LGH, Classroom W
	Mon. October 4, 2010 10:00am - Noon	LGH, Classroom W
<p><u>Moral & Ethical Issues in Leadership</u> This course is designed to introduce participants to the basic theories of ethics as applied to leadership in the healthcare setting.</p> <p>Presenters: Thomas Beeman, Robert Macina and Margaret Costella</p>	Thurs. March 11, 2010 8:00am - 10:00am	LGH, Classroom Y & Z
	Thurs. April 8, 2010 8:00am - 10:00am	LGH, Classroom Y & Z
	Fri. September 10, 2010 8:00am - 10:00am	LGH, Classroom Y & Z

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Developing Leader Continued Target Audience: Leaders who have completed New Leader Orientation and have responsibility for the day to day operation of a department, unit or practice; long and short term strategic planning and have direct supervision of others. Choose one date from each desired topic.		
Courses/ Events	Date and Time	Location
<p><u>Developing Staff for Top Performance</u> This course will provide skills to build constructive relationships that gain a stronger commitment to improving performance and achieving results that make a difference for the organization.</p> <p>Presenters: Edward Sanborn</p>	<p>Mon. September 13, 2010 9:00am - 11:30am</p> <p>Wed. November 3, 2010 1:00pm - 3:30pm</p>	<p>LGH, Classroom Y & Z</p> <p>LGH, Classroom Y & Z</p>

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Additional Education Opportunities

Target Audience: All Lancaster General staff.

Voices of Leadership

Through an audio podcasting format, you can listen to our Executive and Board Member leaders and learn how they inspire, influence and achieve results. The learning outcomes for this series are two-fold:

- Discern vital performance and career lessons from our Executive and Board Member leaders.
- Ascertain how these leaders create compelling messages that engage our employees.

[Lancaster General College - Voices of Leadership - Website](#)

Featured Guests

Dr. Duke, Sr VP and Chief Physician Executive

Jeffrey Lehman, Chairman of the LG Board of Trustees

Tom Beeman, President and CEO, LG

Questions: Please contact [Catherine Stover](#), Director, Leadership, Management and Innovation, Lancaster General College of Nursing and Health Sciences. Phone: 544-4182