

*TORCH Leadership & Management Institute  
Annual Conference & Retreat*

*Horseshoe Bay Resort | September 15-16, 2016*



**Aspire**  
**to...**



## About TLMi

TORCH and the TORCH Foundation are pleased to host the 2016 TLMi Annual Conference & Retreat. This year we ask the question, “What does it mean to ‘Aspire’? The dictionary definition is “to yearn or have a powerful or ambitious plan, desire, or hope.”



We are all guilty of associating aspirational leadership with well-known and accomplished business owners like Gates, Dell, Bezos and Musk. However, as we pull back the layers of the meaning of this simple word, it becomes clear that each of us have some personal goals that we aspire too, that are more meaningful than mere money and fame.

Do you aspire to be a great leader and to help your hospital soar to great heights? Do you aspire to be a better manager or supervisor? Do you aspire to be more self-aware and more compassionate toward your patients? Do you aspire to walk in a spirit of true excellence? Do you aspire to being a person of great integrity and character? Do you aspire to being a better parent, partner or friend?

Throughout the course of the event, we hope to help you to identify your own personal aspirations and to provide you with the knowledge and skills you need to bring your personal and professional goals to fruition. Whether you are an experienced or new healthcare executive, director, manager, professional staff or student, this leadership program is designed for you. Attend and experience what others are missing and help us answer this very important question, *“What do you ‘Aspire’ to?”*



# Agenda

## Day 1

9:00-9:15 — *Registration Opens*

9:20-9:30 — *Opening Remarks*

9:30-10:30 — *Laugh for the Health of It!*

**Elaine M. Lundberg, Writer and Humorist Therapist**

Come prepared to lighten up, laugh and learn how to take your work in life seriously while taking yourself lightly. For the past three decades, this internationally known keynote speaker has been presenting sessions on positive humor and wellness. Prepare to get educated, motivated and effectively learn how to incorporate positive humor into your personal and professional life. Your family and patients will thank you.

### *Learning Objectives*

- Identify five Physiological Health Benefits of Laughter.
- Identify five Sociological Health Benefits of Laughter.
- Identify methods to incorporate positive humor into your hospital.

10:30-11:30 — *Exceptional Leadership for Today's Uncertain Healthcare Environment*

**Tim Durkin, Leadership Coach, Author**

Today's hospital executives must understand that yesterday's leadership skills may be inadequate for today's Volatile, Uncertain, Complex and Ambiguous (VUCA) environment. This session will give you a glimpse of the current and future environment, as well as four essential skills that will help you thrive in the future. After this session you will also be able to implement new tools and techniques that increase employee engagement and inspire better results.

### *Learning Objectives*

- Understand and explain the terms Volatile, Uncertain, Complex and Ambiguous and apply them.
- Develop leadership skills that will enable them to succeed in VUCA situations.
- Learn and demonstrate the three most critical skills for senior executives in healthcare.
- Demonstrate the key factors to employ to develop productive meetings with their senior and mid-level staff.
- Learn new ways to create engagement at all levels of employees, particularly the front line.

11:30-12:30 — *Awards Luncheon*

...lead

# Agenda

## 12:30-1:30 — *Leaving a Legacy*

**Cliff Dugosh, Founder, Speakers of Significance**

"To leave a legacy, you must live the life." This powerful presentation will inspire you to focus on the legacy you'd like to leave and for what you'd like to be remembered. Is it for your family, coworkers, patients or all of the above? Every person is different. Every leader is different. So come find out for yourself what makes you tick!

### *Learning Objectives*

- Reflect on the life you are living and how that life affects others both personally and professionally.
- Identify opportunities to live a life of impact.

## 1:30-2:30 — *Journeys of Heartache and Grace: Life Lessons*

**Melody Chatelle, PhD, Author, President, Chatelle and Associates**

This session will be a lively and engaging discussion about a tough topic: end-of-life and trauma care, including applications for rural hospital leaders all across Texas. Melody developed these themes and qualitative findings based on the narratives from terminally or chronically ill young people. She will lead a discussion to follow on how rural hospital leaders might respond in such cases in the future.

### *Learning Objectives*

- Hear a process overview of, and findings from, a scholarly qualitative study on end-of-life care.
- Review lessons from various end-of-life and/or trauma narratives, and how they can be applied to people of all ages.
- Identify and discuss specific strategies within rural hospital settings for supporting patients, their families, staff, and communities at large.

## 2:30-3:45 — *The Multi-Generational Workplace — Why Can't We Just Get Along?*

**Marc Miller, Founder, Career Pivot and Author**

Do you have three or more generations working in your hospital? Does your leadership team struggle creating fully functional teams of employees from different generations? Is there friction between managers and employees on when, how and where work should be performed? Do you want to better understand your Generation Y employees and know how to motivate them to be better employees? If so, this workshop is for you. This session will focus on generational differences in communications and learning styles, work experience and expectations, and group dynamics.

### *Learning Objectives*

- Articulate the differences between each generation.
- Develop a plan to modify communications within the workplace.
- Develop a plan to on-board and manage existing and new Gen Y employees.

## 4:30-6:30 — *Social Event — Reception & Boat Excursion*

Join us at the Yacht Club for some fun and relaxation on Lake LBJ. We will board the Captains Yacht and jet off for a beautiful and relaxing cruise on the lake. Please make sure to register for this complimentary event! This boating excursion is brought to you by TORCH Management Services Inc. (TMSI)

...be a better  
communicator



# Agenda

## Day 2

8:00-9:00 — *Breakfast*

9:00-10:00 — *Past, Present and Future: How My Leadership Style has Evolved*

**CEO Panel TBD**

You all may have heard that leaders are not born, they are made. In fact, leadership is a constantly evolving process shaped by our experiences, needs and circumstances. Come and hear from three experienced hospital CEOs about how they came to be leaders and how the way they lead has changed over time and it will most likely continue to evolve to meet the needs of their staff and communities.

### *Learning Objectives*

- Identify the common characteristics of hospital leadership.
- Explain how experiences and needs shape leadership style.
- Understand how the speakers' style has adapted over time.

10:00-11:00 — *Getting the Best From Yourself and Others*

**Geoff Tumlin, PhD, Author, CEO of Mouthpeace Consulting LLC and President of On-Demand Leadership**

This session will provide proven tools and techniques for improving yourself and the people you lead. Based on science, and grounded in real rural hospital examples, this session is essential for anyone who aspires to succeed and improve as a leader. The future of rural healthcare depends on it!

### *Learning Objectives*

- Develop new skills to become a better communicator.
- Gain better understanding of employees work styles and how to lead and inspire teams.

11:00-Noon — *The Grass Isn't Always Greener: Leadership Lessons from a Medical Missionary*

**Dr. Mike Henderson, Childress Regional Medical Center**

Even when you think your days are long and times are tough, it is always best to count your blessings. Those that have served on medical missions outside the U.S. will share their perspective on the experiences they've had and the leadership lessons they've learned from providing care abroad. You'll be amazed at how uplifting and gratifying it can be to serve those in need, but also to be back home.

### *Learning Objectives*

- Explain the challenges that exist when providing healthcare in the mission field.
- Understand the value of a robust and well-organized healthcare system.
- Identify the ways that service outside of work can inform your leadership style.

...inspire

# Agenda

Noon-1:00 — Lunch (on your own)

## 1:00-3:00 — Interactive Workshop — Reliably Resolving Conflict at Work

Geoff Tumlin, PhD, Author, CEO of Mouthpeace Consulting LLC and President of On-Demand Leadership

Few things ramp up the tension in a rural hospital like interpersonal conflict. Disputes can quickly ricochet throughout the hospital department and cause multiple problems as people take sides, dig in, and become righteously convinced of their position. Fortunately, there are a handful of reliable conflict resolution techniques that can dramatically limit the damage when disputes escalate and, more importantly, can prevent counterproductive conflict from emerging in the first place. In the Reliably Resolving Conflict workshop, participants will learn how to effectively use these proven strategies to prevent as much disruptive conflict as possible so they can maintain and, when necessary, repair their important work relationships. Equip your people with the skills necessary to consistently prevent unhelpful conflict from getting out of hand, and the confidence in their ability to mend important, but frayed, work relationships.

*During the Conflict Resolution workshop, attendees will learn how to:*

- Use proven conflict resolution strategies to prevent escalating conversations from spiraling into damaging conflict.
- Function as an effective mediator, when necessary, to broker a workable truce between fighting factions.
- Repair frayed and damaged relationships, especially after incidents and disputes.
- Prevent interpersonal disputes from cascading throughout the hospital
- Use questions, breaks, and pauses to get conversations back on track.
- Redirect conversations back to root issues and away from counterproductive tangents.
- Exit from an escalated conversation without making things worse.

Course content is based on scientific findings and validated conclusions from research on conflict resolution. All content is tailored to Texas rural hospitals.

Registration for this workshop is complimentary. However, please register if you plan to attend to ensure we have enough materials and supplies on hand for the class.

...be a  
more  
effective  
manager





## Registration Details

Cost is \$125 per person, \$50 for students. For a limited time only, register one person and receive a complimentary registration for the second person. Register online for TLMI at: [www.bit.ly/TLMI2016](http://www.bit.ly/TLMI2016)

## Location & Hotel Information

The conference will be held at the Horseshoe Bay Resort & Spa located at 200 Hi Cir N., Horseshoe Bay, TX 78657. The special conference rate of \$149, is reserved for TLMI attendees. Reserve your room by calling (877) 611-0112 or go online to: <http://bit.ly/TLMIreservations>

## Contact Information

For conference program information, contact Carrie Ruiz at [cruiz@torchnet.org](mailto:cruiz@torchnet.org). For registration information, contact Rose Valenzuela at [rose@torchnet.org](mailto:rose@torchnet.org) or (512) 873-0045.

## Continuing Education Credit

A certificate of attendance will be provided to all participants, which can be used to claim CE credits from professional associations and state licensing boards. This program provides: 8-10 hours of CE units for CPAs from the Texas State Board of Public Accountancy: sponsor # 04763, no preparation required; and 8-10 hours of preapproved ACHE Qualified Education credit for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.





# 2016 TLM1 Annual Conference & Retreat September 15-16, 2016

Horseshoe Bay Resort & Spa  
200 Hi Cir N.  
Horseshoe Bay, TX 78657  
(877) 611-0112



*Hotel Deadline*  
September 1  
<http://bit.ly/TLM1reservations>

*Register Online*  
[www.bit.ly/TLM12016](http://www.bit.ly/TLM12016)



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registration



# TLMI Registration Form

Annual Conference & Retreat | September 15-16

(Please print or type clearly)



## REGISTRANT 1

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email: \_\_\_\_\_ Boat Excursion ☐ Workshop ☐

## REGISTRANT 2 - (COMPLIMENTARY)

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email: \_\_\_\_\_ Boat Excursion ☐ Workshop ☐

Fee \$125 ☐

Students \$50 ☐

Total Amount Enclosed: \_\_\_\_\_

Credit Card ☐

Check ☐

Make checks out to: TORCH and mail check & form to: TORCH, P.O. Box 203878, Austin, TX 78720-3878

## TO PAY BY CREDIT CARD:

VISA: ☐ MC: ☐ AMEX: ☐ DISCOVER: ☐ Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

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Billing Address: \_\_\_\_\_

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Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_