

CRUCIAL LEARNING SERIES FOR CLINICIANS – FALL 2024



Crucial Conversations for Accountability – 2 day course

Tuesdays September 17 and October 1, 2024 | 8:30 a.m. to 4:00 p.m.

Course Description:

MANAGING PERFORMANCE IS MORE THAN A PROCESS—IT'S ABOUT PEOPLE - Sure, there are fancy software and tools to make performance management seamless and easy. But any manager who's struggled to close a significant performance gap or anyone who has ever walked out of an annual review feeling like they've just been processed rather than prioritized knows there's nothing easy about it. Deflated and disenchanted people don't improve, and neither do results. In reality, performance management is about addressing your people's behavior routinely and consistently. It's about candidly coaching through challenges and holding people accountable for lapses in behavior. It's about identifying goals, fast-tracking careers, and in the process, improving your bottom line. These are communication skills—the difficult kind that may not come naturally, but when learned, mean the difference between managing people and managing process. The good news is these accountability skills are replicable and learnable. We're all just a few crucial skills away from learning how to manage people and performance daily and directly.

Crucial Influence – 1 day course

Tuesday October 29, 2024 | 8:30 a.m. to 4:00 p.m.

Course Description:

THE NEW SCIENCE OF LEADERSHIP: When facing persistent, resistant challenges, leaders often surrender to poor results or invest in change efforts that waste time and resources. And yet it's possible to influence behavior with surprisingly predictable success. For the past thirty years, we've studied leaders with a proven ability to influence rapid, profound and sustainable change. And here's what we know: human behavior is grounded in six sources of influence. Effective leaders know how to leverage and apply these sources to influence real results.

Influencer goes beyond corporate perks and charismatic personalities to teach a method for changing ingrained human behavior. Leaders learn how to achieve better results by changing human habits that are extraordinarily difficult to alter—especially those that mire down teams and organizations. Drawing on the skills of the world's best change agents and five decades of social-science research, Influencer teaches why people do what they do and how to help them act differently.

Getting things done – 1 day course

Thursday November 28, 2024 | 8:30 a.m. to 4:00 p.m.

Course Description:

The Getting Things Done® (GTD®) methodology was developed 30 years ago by New York Times bestselling author David Allen. The course teaches skills to manage the constant flow of requests, tasks, and interruptions people face at all levels of the organization. By learning how to capture, clarify, and organize incoming requests, people are more likely to make strategic decisions about where to invest their time and energy, focus on the right priorities, and prevent critical projects from slipping. When used consistently and collectively, GTD skills also give teams a “way of working” for improved results. The in-person experience of Getting Things Done is an engaging classroom course rich with peer discussion, real-time practice, and group support and coaching. Delivered in one day, this in-person course offers the best in traditional learning and development.

- **Registration deadline is August 23, 2024**
- **Includes all course materials and lunches**
- **Total courses valued at \$5000**

REGISTER NOW !!



**For members
special pricing:
\$500 each
course, or
\$1000 for all 3**