

ISHHRA

Spring Conference

April 28-29



IOWA HOSPITAL
ASSOCIATION

We care about Iowa's health



VIRTUAL PROGRAM

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PROGRAM OVERVIEW

This conference brings together Iowa health care human resource professionals for collaboration, knowledge-gathering and networking. Topics covered in this year's conference include perseverance in the face of adversity, communication skills, developing organizational culture and embracing change.

WEDNESDAY, APRIL 28

Noon **Welcome**

Jennifer Jackson, Director of Human Resources, Madison County Healthcare System, Winterset

12:15 pm **Fines Double in Road Construction**

Deandra Stanton, Professional Speaker, Mason City

Today's work world needs to be ready for any change in the road. The paths of meeting personal and professional needs are often bumpy and filled with obstacles. What we need to remember is we are on this trip together, and we must buckle up and be ready!

Learning objectives:

- Examine ways to deal with stress.
- Explore opportunities to reduce negative energy.
- Detail strategies to develop perseverance skills.

1:15 pm **Break**

1:30 pm **Authentic Communication for Health Care Leaders**

M.J. Clark, MA, APR, Fellow PRSA, Vice President, Integrated Leadership Systems, Columbus, Ohio and William Kelly, MD, MBA, Associate Clinical Professor and Director of Financial Operations, Wexner Medical Center at The Ohio State Medical Center, Columbus, Ohio

Communication is vital to your success as a health care leader and may be one of the most nuanced stumbling blocks we encounter. Under stress and pressure, we tend to fall back on aggressive or passive-aggressive communication, which derails employee engagement. What if you knew how to manage your communication under pressure? What if you knew precisely how to engage an aggressive or passive-aggressive employee? In an individual or group setting, it is imperative to skillfully manage ourselves and others. In this session, participants will learn to improve their abilities to communicate and listen effectively and engage the people around them. Whether times are easy or challenging, listening skills, assertive communication, building rapport and creating partnerships are crucial to developing a growth-minded and effective team.

Learning objectives:

- Learn how authentic communication builds stronger relations, professionally and personally.
- Learn how to engage in listening and communication with more effectiveness.
- Learn how to mediate discussions among employees, even those who are challenging.

2:30 pm **Day One Adjournment**

THURSDAY, APRIL 29

Noon **Welcome**

Jennifer Jackson, Director of Human Resources, Madison County Healthcare System, Winterset

12:15 pm **Creating and Sustaining a Strong Organizational Culture**

B.J. Gehrki, Regional Vice President, and Tammy DeHaai, Vice President of People Strategy, Graham Construction, Omaha, Nebraska

How do companies build and maintain a healthy culture? It's not magic. It's a very simple focus on a few things that have yielded results at Graham Construction. In this session, We will review how managers can get employee buy-in for building and sustaining a lasting culture. We will discuss why core values are important and why they usually don't work. We'll review the importance of process and how to keep it very simple and followed by all. We'll also dive into how you not only get to know your people better but also how to support them effectively and continuously. A healthy culture is dynamic and attainable. Achieving it does not have to be hard.

Learning objectives:

- Describe the importance of living your core values.
- Detail how to develop, implement and constantly update core processes that are followed by all.
- Summarize how to create a simple people-interaction sequence that is easy to follow and rewarding to an organization.

1:15 pm **Break**

1:25 pm **Iowa Society of Hospital Human Resources Association Annual Business Meeting**

1:30 pm **GET OVER IT! 47 Tips for Embracing the Discomfort of Change**

Anne Bonney, Public Speaker, Midwest Speakers Bureau, Des Moines

Change is hard. It factors into new ideas, industry evolution, technology modernization, and business and personal lives. With all that, business and life can get overwhelming, especially when you're managing people. But change isn't going away. The only constant in business is change, especially in today's fast-paced business environment. Having the tools to lead people through change and adapt to the challenges that transitions bring will improve your effectiveness as a leader and as an organization. This session will spark courage with concepts and strategies to extinguish the burning inferno that transition has causes on teams.

Learning objectives:

- Alleviate the burden of stress that change has caused on your teams and in your organization.
- Change your culture to one of acceptance and engagement, increasing productivity.
- Turn change into a unifying factor of pride and accomplishment where productivity and motivation will skyrocket.

2:30 pm **Closing Remarks**

Tonya Clawson, Human Resource Manager, MercyOne Centerville Medical Center, Centerville

SPEAKERS

Anne Bonney is an international motivational keynote speaker and trainer. She is also an authority on change management, bestselling author of GET OVER IT, host of Igniting Courage podcast and an experienced leadership workshop facilitator. After 20 years in successful corporate and nonprofit leadership positions, Bonney now uses her experience, education and expertise to ignite courage and empowerment skills to embrace the challenges that transition brings.

M.J. Clark is the vice president and senior leadership consultant for Integrated Leadership Systems. Clark helps hospital leaders, physicians and nurses develop more emotional control, achieve life-work balance, become more assertive, mentor others, and fine-tune leadership and management skills. She has a master's degree in organizational communication from Ohio State University and a bachelor's degree in public relations from Ohio University. She is the author of "Shut Up and Lead: A Communicator's Guide to Quiet Leadership" and "Shut Up and Manage: A Quiet Leader's Guide to Engaging Others."

B.J. Gehrki has been working in the construction industry for the past 20 years and leads Graham Construction's Nebraska office in Omaha as the regional vice president. Gehrki has successfully lead teams nationwide, building projects from Anchorage, Alaska to Washington, D.C. His focus is the health care sector in which he has overseen hundreds of people and millions of square footage of health care construction in the Midwest alone. A very driven and energetic leader, Gehrki is passionate about building long-term relations, developing people and creating a lasting culture.

William Kelly MD, MBA, is an associate professor of anesthesiology at The Ohio State University, Wexner Medical Center. Dr. Kelly presently serves on the executive and financial committees for The Ohio State University Physicians Group, representing the 2300 physicians at the medical center. Dr. Kelly is the director of financial operations and director of outreach for the department of anesthesiology, and serves on the executive committee for the Eye and Ear Institute. Dr. Kelly's career includes leadership roles at departmental, corporate, perioperative, hospital and regional levels. Dr. Kelly is a clinically active and published anesthesiologist

Deandra Stanton is owner of Creative Communications and has been an English, speech and theater teacher for more than 35 years. She is a graduate of Mankato State University and recently earned her master's degree in education from St. Mary's University. With majors in speech communications and business administration, she brings a diverse background to the podium. When not in the classroom, Stanton is a motivational humorist for audiences nationwide.

REGISTRATION

Register online at www.ihaonline.org.

REGISTRATION FEES

ISHHRA member – \$0

IHA member – \$0

Associate member - \$199

Nonmember – \$225

CONTINUING EDUCATION



VIRTUAL PROGRAM

This Program, ID No. 549813, is pending approval for 4.0 HR (General) recertification credit hours toward aPHR, aPHRi, PHR, PHRca, SPHR, GPHR, PHRi and SPHRi recertification through the HR Certification Institute.

HANDOUT INFORMATION

This is a paperless conference. You will be notified by email when the handouts are available online. The email will include a direct link to access the files. Paper copies of handouts will not be available for this event.

REGISTRATION/CANCELLATION/REFUND POLICY

- If registering by mail, attach a copy of the registration form when payment is sent.
- No-shows will be billed.
- Cancellations and substitutions are welcome anytime. Cancellations and substitution requests must be sent to iharegistration@ihaonline.org.
- A full refund will be given to cancellations received 10 or more business days before the conference.
- A \$50 fee will be charged to cancellations received six to nine business days before the conference.
- Refunds will not be given to cancellations received five or fewer business days before the conference.
- Refunds will be calculated by the date received and the IHA business days remaining before the conference.
- IHA reserves the right to cancel the conference because of insufficient enrollment. If so, preregistered participants will be notified, and full refunds provided.

ADA POLICY

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