



Children's Healthcare of Atlanta

Management Essentials Program

Management Essentials Program

Manager Track

Onboarding

- ☛ Civil Treatment for Managers
- ☛ Business Acumen
- ☛ Operations Excellence

Core Courses

- ◻ Targeted Selection
- ◻ New Manager/Supervisor Orientation
- ◻ Crucial Conversations
- ◻ Building Capability
- ◻ Leading Change
- ◻ Project Management Fundamentals
- ◻ Operations Management & Data Analysis
- ◻ Translating Strategy into Success

* New Managers

+ New Supervisors

☛ Web-based (CBT)

◻ Class-based

Supervisor Track

Onboarding

- ☛ Civil Treatment for Managers
- ☛ Operations Excellence

Core Courses

- ◻ New Manager/Supervisor Orientation
- ◻ Crucial Conversations
- ◻ Building Capability
- ◻ Leading Change
- ◻ Targeted Selection

MANAGEMENT ESSENTIALS PROGRAM			
ONBOARDING			
Course Name	Type	Course Description	Key Leadership Competencies
Civil Treatment for Managers * + <i>30-60 days in new role</i>		Civil Treatment for Managers provides you with the tools needed to manage fairly and legally in today's changing workplace. The focus of Civil Treatment is to create and maintain a work environment where all employees feel valued and respected.	<ul style="list-style-type: none"> Builds Capability
Business Acumen * <i>30-90 days in new role</i>		<p>Business Acumen for Managers helps managers develop skills and confidence in understanding how Children's organizes financial information and in using data to solve decision-making problems.</p> <p>This interactive CBT shows how you can use financial information to better understand your department's operations so that you can take timely action to address situations. This web-based course enables you to use financial information to manage resources, measure and control operating costs, and lead improvements in your department's performance.</p>	<ul style="list-style-type: none"> Delivers Operational Excellence Champions Innovation & Change
Operations Excellence * + <i>90-120 days in new role</i>		Managers and supervisors are introduced to Children's operations, processes and procedures so they know how to operate at Children's. The content is focused on key topics such as recruitment, strategy, accounts payable, compliance, occupational health, compensation, and employee relations.	<ul style="list-style-type: none"> Delivers Operational Excellence
PREREQUISITE			
Targeted Selection * +	<input type="checkbox"/>	Targeted Selection offers the latest in selection technology coupled with flexible and effective interviewer training. This two-day course hones in on the three processes crucial to successful hiring and promotion: identifying the right selection criteria through job analysis; gathering pertinent candidate information; and evaluating the information gathered and making an accurate hiring decision.	<ul style="list-style-type: none"> Builds Capability

* New Managers + New Supervisors  Web-based (CBT) Class-based

MANAGEMENT ESSENTIALS PROGRAM			
Course Name	Type	Course Description	Key Leadership Competencies
New Manager/Supervisor Orientation * +	<input checked="" type="checkbox"/>	New Manager/Supervisor Orientation provides new managers and supervisors with key information to help them meet the opportunities and challenges within the first year of your new roles at Children's. This one-day orientation welcomes managers and supervisors to your new roles and the New Manager/Supervisor Foundations Program.	<ul style="list-style-type: none"> • Demonstrates Personal Mastery
Crucial Conversations * +	<input checked="" type="checkbox"/>	When we find ourselves stuck, not accomplishing what we need to accomplish, it is often because of a "crucial conversation" we are not holding -- or not holding well. This two-day course provides skill building opportunities on how to effectively handle crucial conversations. There are three elements that make a conversation crucial -- 1) strong emotions, 2) high stakes, and 3) opposing opinions.	<ul style="list-style-type: none"> • Builds Productive Relationships • Demonstrates Personal Mastery • Builds Capability
Building Capability * +	<input checked="" type="checkbox"/>	<p>Building Capability helps managers and supervisors define clear mutual expectations for performance, encourage continued involvement, and work with your people to get the most performance from your teams.</p> <p>This course guides you in how to apply Situational Leadership II and a combination of four leadership styles – Directing, Coaching, Supporting and Delegating. The course shows how to identify the needs of your employees, then tailor your management style to each situation. This course shows how to conduct effective feedback and coaching discussions people need to be successful. You will build your skills in providing specific pinpointed feedback and coaching that helps people tackle new challenges, remove obstacles, and improve performance.</p>	<ul style="list-style-type: none"> • Builds Capability

* New Managers

+ New Supervisors

 Web-based (CBT)

Class-based

MANAGEMENT ESSENTIALS PROGRAM			
Course Name		Course Description	Key Leadership Competencies
Leading Change * +	<input checked="" type="checkbox"/>	Leading change focuses on anticipating and responding to both the internal and external aspects of organizational change. The course guides you on understanding the impact of change on others, anticipating and responding to resistance, the three phases of change, and the key leadership behaviors that are most effective for each phase. This course includes a focus on how to lead change initiatives including identifying and engaging stakeholders, developing a communications plan and key messages, and monitoring progress.	<ul style="list-style-type: none"> • Champions Innovation & Change * /Advocates Innovation & Change + • Communicates & Influences Effectively
Project Management Fundamentals *	<input checked="" type="checkbox"/>	Project Management Fundamentals provides guidance on key project management methods and tools that can be used in leading, planning and managing a wide range of projects. This course shows you how to define and maintain the scope of a project, break down a project into manageable tasks, engage resources and commitment, determine realistic schedules and milestones, create and utilize tools to manage projects, and identify and prevent common project pitfalls.	<ul style="list-style-type: none"> • Champions Innovation & Change • Delivers Operational Excellence
Operations Management & Data Analysis *	<input checked="" type="checkbox"/>	Operations Management & Data Analysis includes a simulation of managing a hospital during a typical 24-hour period. The course includes a process perspective to managing operations including key operational data managers need to use to maintain an efficient service and identify needs to improve processes.	<ul style="list-style-type: none"> • Delivers Operational Excellence
Translating Strategy into Success *	<input checked="" type="checkbox"/>	Translating Strategy into Success shows managers how to identify and execute priorities, monitor trends and make recommendations for adjustments, analyze and evaluate options to address future opportunities. This course includes a focus on overcoming challenges that interfere with strategy realization.	<ul style="list-style-type: none"> • Acts Strategically

* New Managers

+ New Supervisors

 Web-based (CBT)

 Class-based