

# Courses Details

## How much does a course cost?

Each course is \$95 per participant. This amount covers the cost of the materials provided to each participant, as well as snacks, coffee and water.

## What is the time requirement for each course?

Each course is four hours.

## How large are the classes?

We have established a minimum class size of nine (classes may be canceled if fewer than nine register or show up) and maximum size of 18 participants per class.

## Are continuing education credits provided for clinical personnel?

At this time, we provide four (4) C.E. Contact Hours per class for registered nurses only (CEP 1782).

## Are these the only courses that will be offered by the Leadership Development Institute?

LDI continuously evaluates the need for additional curriculum and will add more courses as the needs are identified.



# Course Details Continued ...

## Since Adventist Health is a health care organization, are the courses primarily geared toward a health care setting?

No. The courses offered by LDI are typically delivered with an administrative setting content and an occasional health care twist. Research has shown that participants learn more about the skills and techniques when not trying to address their own areas of concern.

## How can I review a schedule of courses?

Visit the Leadership Development Institute at [www.AdventistHealthCV.com](http://www.AdventistHealthCV.com) to view our course offerings (under Events or Services). You may also e-mail LDI at the address below or call the number below.

## How do I register?

Visit the Leadership Development Institute at [www.AdventistHealthCV.com](http://www.AdventistHealthCV.com) to download and complete a registration form or you may e-mail or call us.

## How is payment required?

Payment for each course is required upon registration. We accept cash, check or credit. For credit payments, please e-mail or call us for further instructions.

## What is LDI's cancellation/refund policy?

Cancellations with more than two working days' notice will receive full refund credit for future classes.

## Adventist Health Leadership Development Institute

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# Building Leadership Excellence



## Leadership Development Institute



Central Valley Network

# Building Leadership Excellence

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The goal of Adventist Health Central Valley Network and the Leadership Development Institute (LDI) is to create a learning environment that will help build an infrastructure of leadership excellence – to provide leaders with tools and skills needed to adapt to today’s rapidly changing business environment and enable effective demonstration of a subset of Leadership Imperatives.

LDI offers a core set of curriculum created by Development Dimensions International (DDI), a multinational company specializing in leadership assessment and development. DDI’s Interaction Management for Exceptional Leaders courses are built around core leadership competencies to give leaders the skills they need to become increasingly effective in their roles, helping leaders to:

- Effectively communicate and execute their organization’s business strategies.
- Build a strong and committed workforce that is engaged and shows passion.
- Successfully manage change.
- Coach for success and help build their organization’s growth through its employees.
- Foster a culture of accountability.
- Make the right decisions in a timely manner.

LDI began offering courses internally in January 2008 and now has 12 DDI-certified facilitators. After over a year of great results and many requests for attendance from external participants, LDI is happy to offer its leadership curriculum to businesses in your community!

## Courses Offered by the Leadership Development Institute

**Essentials of Leadership** – This foundation course introduces a set of essential skills to meet both practical business needs and people’s personal needs. Learners acquire a set of proven interaction skills and discover their role as a catalyst leader – a leader who inspires others to act. This course is a prerequisite for all other courses.

**Building an Environment of Trust** – Leaders learn how to avoid trust breakers and take action to create an environment in which people take risks, identify and solve problems and work together to create and sustain high levels of trust.

**Coaching for Success\*** – Leaders learn a proven coaching process to ensure they identify coaching opportunities, provide needed coaching and support, observe performance and measure results until desired outcomes are achieved.

**Coaching for Improvement\*** – This course helps leaders conduct effective improvement discussions and provide the necessary feedback and ongoing support people need to improve performance.

**Managing Performance Problems\*** – This course builds leaders’ skills in handling chronic performance or work-habit problems or serious misconduct. They learn how to document the problem and explain what the employee must do to address it.

**Resolving Conflict** - This course teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic.

**Making Meetings Work** – This course helps leaders save time and resources by leading meetings that support business needs . . . by learning how to plan, facilitate and follow up on meetings to ensure that there is a payoff for the time invested in meetings.

**Communicating and Listening** – This course is designed to equip participants with the skills they need to communicate clearly and listen carefully.

**Leading Change** – Leaders learn how to introduce a change initiative and lead discussions with employees to explore how best to implement the changes while helping others overcome their resistance to change.

**Retaining Talent** – Leaders learn to identify what it takes to keep employees happy and satisfied, and how to conduct “quick check” discussions critical for retaining valuable employees.

*\* Coaching for Success, Coaching for Improvement and Managing Performance Problems must be taken in that order.*

