

# 2019 Second Quarter Curriculum

**IMPACT.  
INSPIRE.  
INNOVATE.**



**BEACON<sup>TM</sup>**  
**ACADEMY**

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## Welcome to Beacon Academy!

For 2019 we are focusing on Reality. The Reality-Based Philosophy, developed by Cy Wakeman, is an excellent asset for all those individuals who struggle to get the best out of themselves. It helps you focus on those things you can improve.

After decades of consulting to leaders around the world, speaking to hundreds of thousands of frustrated leaders, Cy Wakeman has developed a philosophy to ditch the drama, restore sanity to the workplace, and turn excuses into results. Reality-thinking is also a great way to relieve stress, coach others, and be creative. Most of us are no more than a few courageous decisions away from extraordinary success, and the first is the decision to stop holding on to strategies that are no longer producing results for you.

Whether you're just beginning your career, or you're an experienced leader, join the Beacon Academy classes and start your journey of self-growth. As always, you'll leave our courses with practical takeaways to directly apply in your day to day life at work and at home. We look forward to learning and growing with you!

## Making Beacon a Career Destination and a Great Workplace

Beacon Academy developed out of our vision to make Beacon Health System a Career Destination and to serve our 7,000+ associates across the region. Our development curriculum helps to ensure that we have the Right Talent with the Right Skills ready at the Right Time. In addition, our curriculum expands beyond leadership development and into culture development to support our Great Workplace initiatives. We are proud to be recognized as one of the most progressive development-focused organizations in the region.

## Right Learning, Right Time

Our curriculum is developed to be "nimble and flexible". We release our courses on a quarterly basis to allow us the ability to develop and deliver what is most important to our associates and leaders and ensure we deliver the Right Learning at the Right Time, aligned to the strategic imperatives and activities that are most critical during the "next 90 days".

## Experience the Innovation Difference with Customized Curriculum

All of our course participants benefit from our infusion of Innovation into everything we do at Beacon. The ability

to generate and implement new ideas and processes differentiates organizations that are leaders in their respective industries; thus, we have integrated Innovation methods into many of our courses. Do you have a performance improvement need that could benefit from new ideas? Contact us to determine how we can be a resource for you.

## Beacon Academy Online! Learning At Your Convenience

We understand that balancing the needs of one's job can sometimes make attendance at classroom-based training difficult. Beacon Academy Online provides self-directed, on-demand, online learning modules. The courses align to the HealthcareSource Staff and Leadership Assessment competencies and are a perfect complement and "next step" in aligning assessment results with targeted competency development. These online courses provide the opportunity for you to focus on targeted development activities at your own convenience.

## Team Development? We'll Come To You!

If you'd like to offer a specific curriculum to a group or team within Beacon, we can provide facilitation of any Beacon Academy or customized curriculum. If you'd like information on how we can tailor curriculum specific to your needs, or would like to explore the possibility of facilitation on-site at your organization, please contact one of our internal consultants.

## Learn. Grow. Succeed!

Take time to review our course information. Consider pushing yourself beyond your comfort zone to help you grow as a leader, improve your communication skills or enhance your project management abilities. Discuss development opportunities with your supervisor or manager. Which courses align with goals, objectives or strategies for which you are directly responsible?

Take the next step in building your career — sign up for Beacon Academy. We'll take care of the rest.

## Sign Up

Beacon associates may register for courses through **NetLearning**.

### Please note:

*Course listings are updated on a quarterly basis.*

*Courses may be canceled due to low participation.*



**Jewel Abram-Copenhaver**  
Organizational Development and  
Effectiveness Facilitator for Beacon  
Health System

Jewel has more than 29 years of management, leadership and entrepreneurial experience. She is a certified facilitator for the Creative

Problem Solving Process, Listening Pays, Reality-Based Leadership and as an Innovation Mentor through Notre Dame. She is also trained in Advanced Facilitation Techniques, and the Tom Peter's WOW! Project Methodology.

Jewel enjoys focusing her energy and expertise on expanding leadership development and Innovation techniques for Beacon Associates and as a guest speaker, presenter, and facilitator for organizations throughout the region.

Jewel earned her bachelor's degree in music and psychology and has an entrepreneurial background of successfully launching and owning a performing and visual arts school for 10 years. She has enjoyed being a High Flying Kid Motivator and Manager of HealthWorks! Kids Museum and helped to launch the Pfeil Innovation Center and for the last 2 years has brought her knowledge and experience to Beacon Academy.



**Chad Hartzell, MA**  
Executive Director, Talent and  
Organizational Development for  
Beacon Health System

Chad supports the development and execution of strategy for Beacon's Associate Relations, Talent Acquisition and Organizational Development/

Effectiveness Functions, including Beacon Academy.

His professional experience spans many industries including financial services, hospitality, retail, supply chain and manufacturing with local companies such as Teachers Credit Union, Quality Dining and Welch Packaging. Chad credits his passion for leading and developing others from experience gained in human resources leadership roles in Target Corporation's supply chain function and Whirlpool Corporation's global strategic sourcing and talent management functions.

He earned his bachelor's degree in psychology from Purdue University and his master's degree in industrial and organizational psychology from Roosevelt University.



**Kimberlie Warren, PhD, MPA**  
Organizational Development and Effectiveness  
Consultant for Beacon Health System

With close to 20 years of higher education teaching experience, Kimberlie conducts and facilitates trainings, fulfills the roles of coach and mentor, and assists associates with professional, personal and skill development for positive progression and multidimensional well-being.

She is a certified facilitator for HeartMath and Listening Pays, as well as a certified Caritas Coach and cancer research patient advocate for Susan G. Komen and the American Association for Cancer Research. In addition to performing community-based research, Kimberlie has trained, facilitated and presented at the local, state, national and international levels.

She completed her undergraduate and graduate work at Indiana University South Bend. Kimberlie received her doctoral degree in health services administration with a concentration in health and human behavior from Walden University.



## REALITY BASED LEADERSHIP SERIES:

### Reality Based Leadership Part 1: Finding Peace at Work (2 hours)

**Facilitator(s):** Warren / Copenhagen

Calling All Leaders – If you were asked what drives you crazy at work – what holds you back from being an amazing leader and producing extraordinary results – chances are you would answer the question with one of two categories: People and Circumstances. Cy Wakeman’s “Reality Based Leadership” is a model to help leaders change the way people think and perceive their circumstances. It offers a way for ditching the drama, restoring sanity to the workplace, and turning excuses into results.

This Leadership Program begins here with Part 1, Finding Peace at Work. Topics include: You Are the Source of Your Suffering, and That’s the Good News; If you Argue with Reality, You Lose (but Only 100 Percent of the Time) and Would you Rather Be Right, or Wildly Successful?

At the end of the 2 hour workshop, you will have the opportunity to sign up for the virtual training program by committing to completing the training within 1 year. The expectation during that year includes attending Part 2 & 3 in person classes, and discussion groups with other RBL users so you can improve your skills. This is an amazing opportunity for you to become Beacon Certified in the Reality Based Leadership philosophy and lead your team into a No Drama, No Entitlement Zone.

#### **Workshop Dates:**

Apr. 2: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B

Apr. 10: 10:00 a.m. to 12:00 p.m. – Memorial Hospital South Bend, Nature Conference Center

Apr. 30: 10:00 a.m. to 12:00 p.m. – Navarre Conference Room (*Formerly Innovation Café*)

May 1: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B

June 4: 10:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium B

June 5: 10:30 a.m. to 12:30 p.m. – Memorial Hospital South Bend, Nature Conference Center

### Reality Based Leadership Part 2: Restoring Sanity To The Workplace (2 hours)

**Facilitator(s):** Warren / Copenhagen

In Part One, you learned methods to restore peace for yourself. Now it’s time to share it with your team and call them to greatness. Once you have let go of your suffering, arguments with reality, and ego motivation, you will have a lot more time and energy to lead others: to help them find the freedom you have found and to achieve the goals you set as a department and organization. You’ll learn more about a style of coaching that inspires and encourages everyone to take a Reality-Based approach to their work. It starts with differentiating between managing and leading.

#### **Part 2, Restore Sanity to the Workplace topics include:**

- Lead First, Manage Second
- Play Favorites: Work with the Willing
- Change Is a Fact of Life – Get Over It!

Note: Leaders must complete Part 1: Finding Peace at Work before taking this class.

#### **Workshop Dates:**

Apr. 9: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium A

Apr. 10: 2:00 to 4:00 p.m. – Memorial Hospital South Bend, Nature Conference Center

Apr. 30: 2:00 to 4:00 p.m. – Navarre Conference Room (*Formerly Innovation Café*)

May 9: 10:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium B

June 11: 10:00 a.m. to 12:00 p.m. – Navarre Conference Room (*Formerly Innovation Café*)

June 20: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B

## **REALITY BASED LEADERSHIP SERIES - Continued:**

### **Reality Based Leadership Part 3: Lead Your Team To Results (2 hours)**

**Facilitator(s):** Warren / Copenhaver

You've learned to Find Peace and Restore Sanity, now its time to Lead Your Team to Results. In this final session of Reality Based Leadership you will learn how to uncover people's limiting beliefs: those ideas they think they know for sure that are holding them back. You will also be introduced to Cy's ultimate Reality-Based guide to prevent and resolve conflict within teams. You will learn to get rid of ambiguity, how to support goals, roles and procedures while delegating and getting your team to step up.

At the end of the session you will be given the Reality-Based Leader's Manifesto and Cy Wakeman's Feedback Frame to hang on your wall and share with your team.

*Note: Leaders must complete Part 1 & 2: Finding Peace at Work and Restoring Sanity to the Workplace, before taking this class.*

#### **Workshop Dates:**

Apr. 16: 2:00 to 4:00 p.m. – Pfeil Innovation Center  
Apr. 17: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium A  
May 2: 10:00 a.m. to 12:00 p.m. – Pfeil Innovation Center  
May 9: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B  
June 6: 10:30 a.m. to 12:30 p.m. – Elkhart General Hospital, Auditorium B  
June 11: 2:00 to 4:00 p.m. – Navarre Conference Room (Formerly Innovation Café)  
June 26: 10:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium A

### **Reality Based Leadership Parts 1 & 2: Finding Peace and Restoring Sanity (4 hours)**

**Facilitator(s):** Warren / Copenhaver

*Note: This course is for leaders that have the ability to attend a 4 hour course and complete Reality Based Leadership Part 1 & 2 in one session.*

Cy Wakeman's "Reality Based Leadership" is a model to help leaders change the way people think and perceive their circumstances. It offers a way for ditching the drama, restoring sanity to the workplace, and turning excuses into results.

This Leadership Program begins here with Part 1 & 2, Finding Peace at Work and Restore Sanity to the Workplace. Topics include: You Are the Source of Your Suffering, and That's the Good News; If you Argue with Reality, You Lose (but Only 100 Percent of the Time); Would you Rather Be Right, or Wildly Successful? Lead First, Manage Second; Play Favorites - Work with the Willing! and Change Is a Fact of Life – Get Over It! - How to Prepare Your Associates.

At the end of the 4 hour workshop, you will have the opportunity to sign up for the virtual training program by committing to completing the training within 1 year. The expectation during that year includes attending Part 3 in person class, and discussion groups with other RBL users so you can improve your skills. This is an amazing opportunity for you to become Beacon Certified in the Reality Based Leadership philosophy and lead your team into a No Drama, No Entitlement Zone.

#### **Workshop Dates:**

Apr. 11: 12:30 to 4:30 p.m. – Pfeil Innovation Center  
May 7: 12:30 to 4:30 p.m. – Elkhart General Hospital, Auditorium B  
May 14: 12:30 to 4:30 p.m. – Navarre Conference Room (Formerly Innovation Café)

## **REALITY BASED LEADERSHIP SERIES - Continued:**

### **Reality Based Leadership Parts 2 & 3: Restoring Sanity & Lead Your Team to Results (4 hours)**

**Facilitator(s):** Warren / Copenhaver

*Note: This course is for leaders that have the ability to attend a 4 hour course and have already completed Finding Peace At Work part 1.*

You've learned to Find Peace, now Restore Sanity and Lead Your Team to Results. Once you have let go of your suffering, arguments with reality, and ego motivation, you will have a lot more time and energy to lead others: to help them find the freedom you have found and to achieve the goals you set as a department and organization. You'll learn more about a style of coaching that inspires and encourages everyone to take a Reality-Based approach to their work. It starts with differentiating between managing and leading.

You will also learn to uncover people's limiting beliefs: those ideas they think they know for sure that are holding them back. You will be introduced to Cy's ultimate Reality-Based guide to prevent and resolve conflict within teams. The Reality-Based Philosophy does this by getting rid of ambiguity, and helping leaders support goals, roles and procedures while delegating and getting a team to step up to excellence.

At the end of the session you will be given the Reality-Based Leader's Manifesto and Cy Wakeman's Feedback Frame to hang on your wall and share with your team.

#### **Workshop Dates:**

Apr. 23: 12:30 to 4:30 p.m. – Beacon Health & Fitness Granger, Large Conference Room

May 15: 12:30 to 4:30 p.m. – Elkhart General Hospital, Auditorium A

May 22: 12:30 to 4:30 p.m. – Pfeil Innovation Center

June 18: 12:30 to 4:30 p.m. – Elkhart General Hospital, Auditorium B

## **REALITY BASED RULES OF THE WORKPLACE FOR ASSOCIATES SERIES:**

### **Reality Based Rules of the Workplace: Session 1: The New Value Equation (1 hour)**

**Facilitator(s):** Warren / Copenhaver

*Note: This is session 1 of a 6 part series. We suggest you take all 6 of the 1 hour sessions. They will be offered throughout the year.*

In this session, you will learn the 3 factors that make up the New Value Equation: Current Performance, Future Potential, and Emotional Expensiveness. These factors determine how you are measured, retained, and rewarded in the future in the workplace. You will learn to rate yourself for each factor and tips to improve your ratings. Upon completion of the session, you'll know where you stand and how you can improve to be highly valuable in any economy. Take responsibility for your own fulfillment and development; your future. The New Value Equation is where it all starts.

#### **Workshop Dates:**

Mar. 26: 10:00 to 11:00 a.m. – Memorial Hospital South Bend, Legacy Room

Mar. 27: 10:00 to 11:00 a.m. – Elkhart General Hospital, Auditorium A

Apr. 25: 10:00 to 11:00 a.m. – Memorial Hospital South Bend, Nature Conference Center

May 2: 3:00 to 4:00 p.m. – Pfeil Innovation Center

May 23: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium B

## **REALITY BASED RULES OF THE WORKPLACE FOR ASSOCIATES SERIES - Continued:**

### **Reality Based Rules of the Workplace: Session 2: Rule #1 – Your Level of Accountability Determines Your Level of Happiness, DON'T HOPE TO BE LUCKY. CHOOSE TO BE HAPPY (1 hour)**

**Facilitator(s):** Warren / Copenhaver

*Note: This is session 2 of a 6 part series. We suggest you take all 6 of the 1 hour sessions. They will be offered throughout the year.*

Now that you have your New Value Equation Number and know which areas you need to work on to improve it, let's get started. We start with Rule #1: Your Level of Accountability Determines Your Level of Happiness, so Don't Hope to Be Lucky. Choose To Be Happy. If you haven't realized it yet, this is where you will begin to understand why, and how, personal accountability is the strongest foundation of your happiness. If you already know this, join us anyway for a friendly reminder and for an opportunity to think about personal accountability in a slightly different way. In this session we will focus on learned helplessness and how it hinders your personal accountability. Through the overview of the four factors of personal accountability, you will recognize that the more responsibility you take for your own results, good or bad, the happier you will be.

#### **Workshop Dates:**

Mar. 28: 10:00 to 11:00 a.m. – Memorial Hospital South Bend, Nature Conference Center

Apr. 2: 10:00 to 11:00 a.m. – Elkhart General Hospital, Auditorium B

Apr. 25: 2:00 to 3:00 p.m. – Memorial Hospital South Bend, Nature Conference Center

May 29: 11:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium A

June 12: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium B

June 26: 2:00 to 3:00 p.m. – Beacon Health & Fitness Granger, Large Conference Room

### **Reality Based Rules of the Workplace: Session 3: Rule #2 – Suffering Is Optional, so DITCH THE DRAMA! (1 hour)**

**Facilitator(s):** Warren / Copenhaver

*Note: This is session 3 of a 6 part series. We suggest you take all 6 of the 1 hour sessions. They will be offered throughout the year.*

In Reality Based Rules of the Workplace, Rule #2, Suffering is Optional, so Ditch the Drama!, will help you to understand that it is mindset, not circumstances, that cause emotional suffering. When you argue with reality by judging, criticizing, and dramatizing workplace events and circumstances, you produce inaccurate and self-inhibiting stories. These stories keep you from being a Reality-Based thinker who deals in facts and evidence, not drama. In this session, you will learn to recognize your self-induced suffering (drama!) and how to reframe your negative stories that go along with it.

#### **Workshop Dates:**

Mar. 28: 2:00 to 3:00 p.m. – Memorial Hospital South Bend, Nature Conference Center

Apr. 4: 10:00 to 11:00 a.m. – Elkhart General Hospital, Auditorium B

May 8: 10:00 to 11:00 a.m. – Pfeil Innovation Center

May 29: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium A

June 13: 10:00 to 11:00 a.m. – Navarre Conference Room (Formerly Innovation Café)

June 27: 10:00 to 11:00 a.m. – Memorial Hospital South Bend, Nature Conference Center



## **REALITY BASED RULES OF THE WORKPLACE FOR ASSOCIATES SERIES - Continued:**

### **Reality Based Rules of the Workplace: Session 4: Rule #3 – Buy-In Is Not Optional. YOUR ACTION, NOT OPINION, ADDS VALUE (1 hour)**

**Facilitator(s):** Warren / Copenhaver

*Note: This is session 4 of a 6 part series. We suggest you take all 6 of the 1 hour sessions. They will be offered throughout the year.*

This rule is about getting your mind around the organization's goals and invest in your future. Top performers add value from being able to be the best they can be despite the challenges. In this class you will learn 5 realities that will help you create value in any circumstances. 1. Defense is the first act of war. 2. The most valuable people say "yes" the most often. 3. Your opinion has been replaced by Goggle (but we still need your expertise). 4. You no longer have a job. You have a role. 5. Resistance is not the same as feedback.

#### **Workshop Dates:**

Apr. 4: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium B

May 8: 2:00 to 3:00 p.m. – Pfeil Innovation Center

May 23: 11:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium B

May 28: 3:00 to 4:00 p.m. – Memorial Hospital South Bend, Nature Conference Center

June 13: 2:00 to 3:00 p.m. – Navarre Conference Room (Formerly Innovation Café)

June 19: 2:00 to 3:00 p.m. – Beacon Health & Fitness Granger, Large Conference Room

## **ADDITIONAL BEACON ACADEMY CLASSES OFFERED Q2**

### **Listening Pays**

**Facilitator(s):** Warren / Copenhaver

Listening - it seems so simple. Yet, it's estimated that the average person ignores, forgets or misunderstands at least 75 percent of what he or she hears. Is it any wonder that mistakes occur, opportunities are missed or that the "I'll take care of it!" never happens! Learn to achieve meaningful results through the power of listening.

Attendees will receive a "Listening" experience filled with exciting and informative instruction, activities, snacks, beverages, "Listening Pays" assessment and the book "Listening Pays: Achieve Significance Through the Power of Listening," by Rick Bommelje.

This highly interactive program will leave participants with a foundation of four positive listening goals identified by Rick Bommelje, EdD, CLP: Awareness, Assessment, Application and Action, and is recommended for leaders on all levels.

#### **Workshop Dates:**

Mar. 22: 8:30 a.m. to 4:30 p.m. – Pfeil Innovation Center

May 30: 8:30 a.m. to 4:30 p.m. – Pfeil Innovation Center

## **ADDITIONAL BEACON ACADEMY CLASSES OFFERED Q2 - Continued**

### **Innovation: DISCOVER Your Insights (2 hours)**

**Facilitator:** Copenhaver

Once you have an issue defined you need to DISCOVER as many insights as you can to make sure your resources are used expertly. You will be introduced to tools and techniques that you can use to hear the stories your customers are really saying, uncover desires that a user couldn't put words to and find what really matters to those you serve.

Then, take the next step to success and attend the other 2 Innovation Classes, IDEATION & ELABORATE in 2019 to walk through the entire Unifying Innovation Methodology to work on your charter. The classes focus on a strong process, listening to customers, coming up with NEW ideas and experimenting before launching.

**Workshop Dates:**

May 21: 10:30 a.m. to 12:30 p.m. – Memorial Hospital South Bend, Nature Conference Center

June 12: 11:00 a.m. to 1:00 p.m. – Beacon Health & Fitness Granger, Large Conference Room

### **Innovation: Creativity Thinking for Everyday (1 Hour)**

**Facilitator:** Copenhaver

Let's face it, the world is going to keep moving into the future and at Beacon you are asked to use your expertise, creativity and problem solving skills regularly. For most of us, we don't have an outlet to exercise our creativity. If you fit that description, join this 1 hour workshop on igniting your creative juices. You will have fun, learn to do practical and simple brain exercises to think more creative, meet new friends and maybe even solve a problem or two.

**Workshop Dates:**

Apr. 18: 2:00 to 3:00 p.m. – Beacon Health & Fitness Granger, Large Conference Room

June 6: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium B

June 25: 2:00 to 4:00 p.m. – Memorial Hospital South Bend, Nature Conference Center

### **Performance Improvement: The Nuts and Bolts of Lean (2 Hours)**

**Facilitator(s):** Fleck / Mack / Hoffman / Gaudern

So what exactly is this LEAN stuff we hear about frequently? This course provides an introduction to lean concepts for both entry level and senior level associates. Participants will engage in a hands on approach to applying performance improvement tools and an overview of applying a common methodology to any process. This class is often taken in conjunction with participation on a Kaizen event, but can benefit anyone looking to improve a process within their own area or just wanting to gain knowledge into the practical application of lean.

**Workshop Dates:**

TBD - This class is offered monthly starting in February, alternating between campuses. Check the schedule in NetLearning for specific dates, times, and locations.

We understand that balancing the needs of one's job can sometimes make attendance at classroom-based training difficult. Beacon Academy Online provides self-directed, on-demand, online learning modules. The courses align to the HealthcareSource Staff and Leadership Assessment competencies and are a perfect complement and "next step" in aligning assessment results with targeted competency development. These online courses provide the opportunity for you to focus on targeted development activities at your own convenience. Review the current on-line course offerings in NetLearning.





Every interaction and every encounter matters. Whether it's in the exam room, waiting room, cafeteria, a parking garage or a hallway, we all can make a good experience an exceptional experience. **Be a Beacon** is an uplifting video journey that shows us how making connections and building relationships can lead to better interactions with our patients, customers and each other.



To participate in this interactive learning experience, log into **NetLearning** and select a course from your **"To Do"** list. The good news is: You can re-watch a course anytime! Simply select the course in your **"MyCompleted"** section of **NetLearning** and enjoy.





# BEACON<sup>TM</sup>

## ACADEMY

Impact, Inspire, Innovate