

2019 Fourth Quarter Curriculum



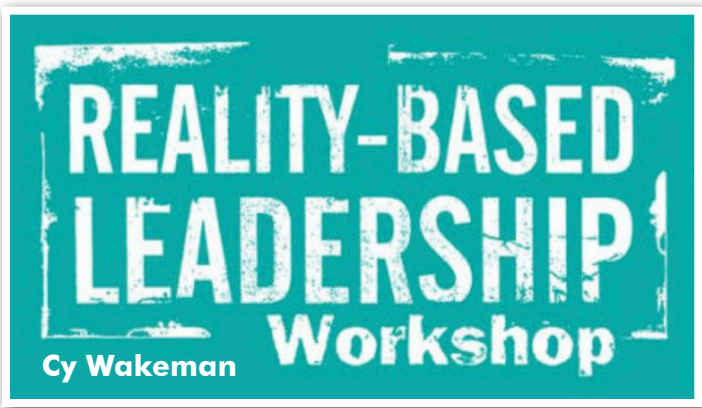
BEACONTM
ACADEMY

Table of Contents

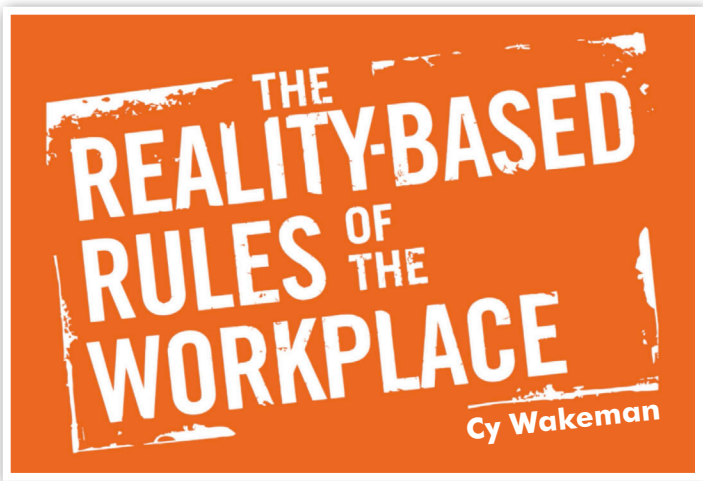
About Us 3

Beacon Academy Faculty 4

Beacon Academy Courses - Reality-Based: Leadership & Rules of the Workplace 5-9



Pages 5-6



Pages 7-9

Additional Beacon Academy Courses & Beacon Academy Online 10-12



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 30 years of management, leadership and entrepreneurial experience. She is a certified facilitator for Reality-Based

Leadership, Creative Problem Solving, Listening Pays 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 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.

What courses do you most enjoy facilitating? I get excited when sharing new information and classes that can increase our skills on how we interact with the people and environment around us. I'm passionate about those skills and techniques that help us find and develop our true "best self." I love working with front line associates and leaders, because I believe everyone has personal growth opportunities. Serving and "walking with" associates from across the Beacon System, no matter where they are on their personal journey, is what gives me joy and purpose every day.

Where does your passion for development come from?

I was the first of my family to go to college and it made a difference in opening my mind, my heart and my will to see and experience the world in a new way. Because of my learning and personal development, I have been empowered to make choices and live my life with joy. When I help someone else develop and grow to find their unique gifts, I believe they too will be empowered to make a difference and find joy. Serving others has always been my passion and giving people the tools they need to make an impact in their world is one of the greatest ways to support another person.



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

Chad supports the development and execution of strategy for Beacon's Human Resources Business Partner teams, Talent Acquisition, and

Organizational Development/ Effectiveness, including Beacon Academy. His professional experience spans many industries including financial services, hospitality, retail, supply chain and manufacturing prior to joining Beacon in 2014. Chad credits his passion for leading and developing others from experience gained in human resources and organizational development roles at Target and Whirlpool. He earned his bachelor's degree in psychology from Purdue University and his master's degree in industrial and organizational psychology from Roosevelt University and achieved the designation of Certified Innovation Mentor from the University of Notre Dame.

What courses do you most enjoy facilitating? I enjoy anything that is new to our leaders that challenges our mind-set to evolve beyond traditional thinking. Whether it is a from-scratch course developed internally or content that we've brought in from external partners, I am energized by seeing our associates identify with the "new and different".

Where does your passion for development come from?

Oddly enough, it comes from an experience I had with one of my previous employers. When I was earlier in my career I interviewed for an entry level HR position and knew from the first interview that I was not going to get the job, and ultimately was turned down for the opportunity. Several years later, I had the opportunity to interview with that same organization again and it was a completely different experience. I ended up having the opportunity to lead the talent management and development function for an organization that once turned me down for a job! I'm proof that being within an organization that provides their talent the opportunity to develop to their fullest potential can change the course of one's career path.

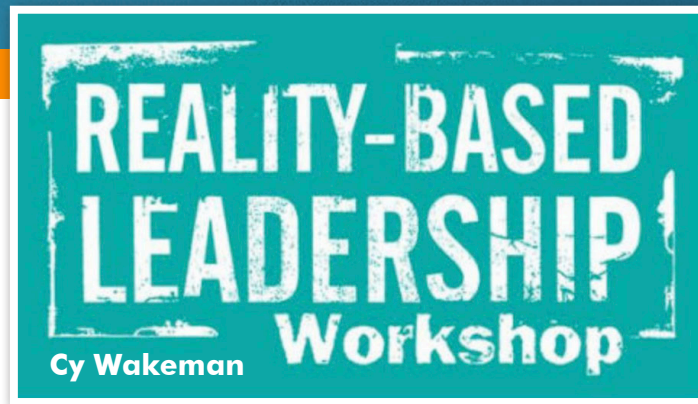


Kimberlie Warren, PhD, MPA
Organizational Development and Effectiveness Consultant for Beacon Health System

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 Part 1: Finding Peace at Work (2 hours)

Facilitator(s): Warren / Copenhaver

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.

Dates Offered:

Oct. 1: 9:30 to 11:30 a.m. – Navarre Conference Room (*Formerly Innovation Café*)

Oct. 2: 10:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium A

Oct. 24: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B

Oct. 31: 2:00 to 4:00 p.m. – Memorial Hospital South Bend, Cancer Center Conference Room

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

Facilitator(s): Warren / Copenhaver

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.

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

Dates Offered:

Oct. 1: 2:00 to 4:00 p.m. – Memorial Hospital South Bend, Nature Conference Room

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

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

Nov. 13: 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.

Dates Offered:

Oct. 3: 10:00 a.m. to 12:00 p.m. – Pfeil Innovation Center, Epworth

Oct. 8: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B

Nov. 20: 2:00 to 4:00 p.m. – Pfeil Innovation Center, Epworth

Dec. 11: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B

Reality-Based Leadership: Hardwiring Accountability (2 hours)

Facilitator: Warren/Copenhaver

The focus of this Reality-Based Leadership Workshop is to help you clearly understand how to cultivate accountability and engagement, eradicate entitlement, and lead associates to big results. This is a great way to continue your Reality-Based Leadership. You will be introduced to some new tools to use with your team like the SBAR, Accountable Engagement Action Planning, Resilience Buddies, Resiliency Boards, GRP, Developing Accountability in 5 phases, Assignments for Self-Reflection, and Accountable Coaching techniques.

Dates Offered:

Oct. 15: 10:00 a.m. to 12:00 p.m. – Memorial Hospital South Bend, Nature Conference Room

Oct. 16: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B

Nov. 5: 10:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium B

Nov. 6: 2:00 to 4:00 p.m. – Pfeil Innovation Center, Epworth

Nov. 13: 1:00 to 3:00 p.m. – Bremen Conference Room

Reality-Based Leadership: Discussion Groups (1 hour)

Facilitator: Warren/Copenhaver

The focus of this Reality Based Leadership Discussion Group is to share and give other Reality Based Leaders support in "Ditching the Drama". Come with stories to share of success and failure when utilizing the techniques with your team. What can we learn together? How can we help each other? This time is yours. Kimberlie and I will be there to prompt your conversations only.

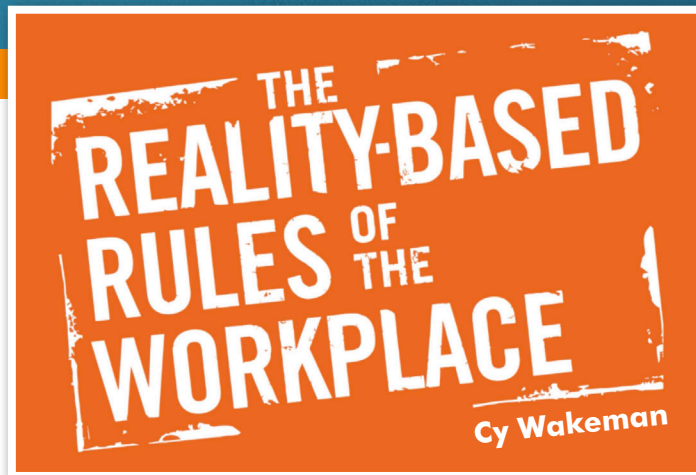
Dates Offered:

Oct. 23: 2:00 to 3:00 p.m. – Memorial Hospital South Bend, Cancer Center

Oct. 30: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium A

Nov. 26: 2:00 to 3:00 p.m. – Memorial Hospital South Bend, Nature Conference Room

Dec. 12: 12:30 to 1:30 p.m. – Elkhart General Hospital, Private Dining Room



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

Facilitator(s): Warren / Copenhagen

Note: For Non-Leadership Associates. For Non-Leadership Associates 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.

Dates Offered:

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

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

Nov. 5: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium B

Nov. 6: 10:00 to 11:00 a.m. – Memorial Hospital South Bend, Nature Conference Room

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 / Copenhagen

Note: For Non-Leadership Associates. For Non-Leadership Associates 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.

Dates Offered:

Oct. 3: 3:00 to 4:00 p.m. – Navarre Conference Room (Formerly Innovation Café)

Oct. 10: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium A

Nov. 5: 3:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B

Nov. 6: 11:00 a.m. to 12:00 p.m. – Memorial Hospital South Bend, Nature Conference Room

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

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

Facilitator(s): Warren / Copenhaver

Note: For Non-Leadership Associates. 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.

Dates Offered:

Oct. 9: 10:00 to 11:00 a.m. – Memorial Hospital South Bend, Nature Conference Room

Oct. 10: 3:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium A

Nov. 20: 10:00 to 11:00 a.m. – Navarre Conference Room (Formerly Innovation Café)

Dec. 11: 10:00 to 11:00 a.m. – Elkhart General Hospital, Private Dining Room

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: For Non-Leadership Associates. 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.

Dates Offered:

Oct. 9: 11:00 a.m. to 12:00 p.m. – Memorial Hospital South Bend, Cancer Center

Oct. 22: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium A

Nov. 20: 11:00 a.m. to 12:00 p.m. – Navarre Conference Room (Formerly Innovation Café)

Dec. 11: 11:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Private Dining Room

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

Reality-Based Rules of the Workplace: Session 5: Rule #4 - Say "Yes" to What's Next. Change is Opportunity (1 hour)

Facilitator(s): Warren / Copenhaver

Note: For Non-Leadership Associates. This is session 5 of a 6 part series. We suggest you take all 6 of the 1 hour sessions. They will be offered throughout the year.

30 Years ago, *change capitalization* became a buzzword and the topic of countless books and workshops and we're still talking about it. What other competency would you be given thirty years to master? What if we eliminated the word change from our work vocabulary and said, "Here's what's next." Our pain is not from the changes in our lives, but from our resistance to those changes. Reality thinking teaches us to start anticipating the opportunities in change, in what's next, and moving toward it quickly and happily. In this class you will learn the 4 Stages of Change: Be Prepared, Reframe, Give Yourself Permission to Fail, and Move On from Mistakes with Confidence

Dates Offered:

Oct. 22: 3:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium A
Oct. 29: 10:00 to 11:00 a.m. – Memorial Hospital South Bend, Nature Conference Room
Dec. 10: 2:00 to 3:00 p.m. – Navarre Conference Room (Formerly Innovation Café)
Dec. 17: 2:00 to 3:00 p.m. – Elkhart General Hospital, Auditorium B

Reality-Based Rules of the Workplace: Session 6: Rule #5 – You Will Always Have Extenuating Circumstances. Succeed Anyway (1 hour)

Facilitator(s): Warren / Copenhaver

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

No matter what is happening, your reality is not the reason why you can't succeed. It is the circumstances under which you must succeed. Those who deliver results become very influential because constraints are not going anywhere. Your time and resources will always be limited. Your mind-set and your approach to your constraints is what determines your success and happiness. In this class you will learn how to confront conflicts early, calmly and in a spirit of teamwork, get clear on your goals, roles and procedures, and how to think in terms of *and*, not *or*.

Dates Offered:

Oct. 29: 11:00 a.m. to 12:00 p.m. – Memorial Hospital South Bend, Nature Conference Room
Oct. 30: 11:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium A
Dec. 10: 3:00 to 4:00 p.m. – Navarre Conference Room (Formerly Innovation Café)
Dec. 17: 3:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium B

ADDITIONAL BEACON ACADEMY CLASSES OFFERED Q4

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 Bommeljé.

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

Dates Offered:

Oct. 4: 9:00 a.m. to 4:00 p.m. – Pfeil Innovation Center, Epworth

Communicating Everyday: How To Make It Great (2 hours)

Facilitator: Copenhaver

Communication is one of the things we do everyday all our life, and yet it is one of the most difficult things to do effectively at times. In this class we will revisit your communication styles and how these styles help and hinder your ability to communicate. We will also look at Active Listening in a new way to help bridge the communication gap we can sometimes feel with our team at work and at home with our family. This class will focus on tools and techniques you can start using right away.

Dates Offered:

Oct. 9: 2:00 to 4:00 p.m. – Pfeil Innovation Center, Epworth

Oct. 22: 10:30 a.m. to 12:30 p.m. – Elkhart General Hospital, Auditorium A

Oct. 28: 10:00 a.m. to 12:00 p.m. – Bremen Conference Room

Nov. 12: 2:00 to 4:00 p.m. – Navarre Conference Room (Formerly Innovation Café)

Dec. 12: 10:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium A

Communicating When It's Difficult (2 hours)

Facilitator: Copenhaver

Tough Issues can lead to a struggling crucial conversation. Without the right skills and the confidence in using those skills, a conversation can go from discussion to argument in a moment. When this happens we can lose our discernment and jump to judgement. In short, we lose our empathy and our ability to think! This class will focus on overcoming empathy blockers, preparing for and having a successful crucial conversation, creating a win-win agreement. These tools and techniques are great for work, home and anywhere you are faced with a difficult or crucial conversation.

Dates Offered:

Oct. 24: 10:30 a.m. to 12:30 p.m. – Elkhart General Hospital, Auditorium B

Oct. 29: 2:00 to 4:00 p.m. – Memorial Hospital South Bend, Nature Conference Room

Nov. 19: 2:00 to 4:00 p.m. – Bremen Conference Room

Nov. 26: 10:00 a.m. to 12:00 p.m. – Memorial Hospital South Bend, Nature Conference Room

Dec. 17: 10:00 a.m. to 12:00 p.m. – Elkhart General Hospital, Auditorium B

ADDITIONAL BEACON ACADEMY CLASSES OFFERED Q4 - Continued:

This Is All About You (2 hours)

Facilitator: Kimberlie Warren

You did it! You survived, and perhaps even thrived, the first three quarters of 2019. Wow, how time has gotten by. And now, the real test of your resilience, Q4. Budgets, strategic planning, year-end close out, 2020 readiness and, wait for it ...the holidays. With all of these things needing our time, energy and full attention, we too often neglect to apply those same resources to the most important thing, OURSELVES! We have a remedy for that. A time designated for you to take a step away to proactively re-energize and restore. In this engaging, interactive session you will be exposed useful tools and strategies to produce the resilience needed for a smooth transition from this year to the next and beyond. Can't wait to see you there!

Dates Offered:

Nov. 5: 10:00 a.m. to 12:00 p.m. – Memorial Hospital South Bend, Cancer Center Conference Room

Nov. 14: 2:00 to 4:00 p.m. – Pfeil Innovation Center, Epworth

Nov. 21: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium A

Dec. 9: 2:00 to 4:00 p.m. – Bremen Conference Room

Dec. 12: 2:00 to 4:00 p.m. – Elkhart General Hospital, Auditorium A

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. Review the current on-line course offerings in [**NetLearning**](#).

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.



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.



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Impact, Inspire, Innovate