

## On the Front Lines: Leadership Academy

### FAQ

**1: When can I register for the program?**

Any time from now until April 1<sup>st</sup> with PHA

**2: When does the program start?**

The course is available starting April 1st

**3: How long will I have to complete the course?**

You will have 6 months from the time you start the program to finish the online modules

**4: How do I sign up for my individual coaching sessions?**

There is a link to TYM Coaching schedule page in the welcome module. Once we have our first session, I will schedule your two remaining sessions with you

**5: Where do I take my talent insight assessment?**

The link is provided in your welcome module. Simply click and complete it.

**6: Does this program offer CEUs?**

This program does not offer CEUs. However, I am happy to provide learning objectives and a description if you would like to submit individually for state licensure.

**7: This course looks great, but I want a bit more information.**

No problem! I am happy to answer any questions. Simply visit my website scheduling page: [TYM Schedule](#) and choose an introductory call.

### **Course Description:**

Leaders at the front lines have one of the most challenging positions within an organization. Front line leaders adapt to varied situations and styles to successfully navigate every changing healthcare dynamics. This MBA style leadership academy provides insight into your behavioral tendencies and human interactions, enabling you to have a deeper understanding of yourself and how to lead others. The distinguishing characteristic of this program is the structure. This six-month self-paced leadership academy provides a blend of online learning, weekly group discussions, and individualized coaching sessions to ensure that leaders develop an effective leadership strategy for future success.

### **Overall Course Objectives:**

- 1: Integrate your individualized leadership style into key leadership concepts and strategies
- 2: Identify key leadership and communication strategies for remote teams
- 3: Employ complaint and conflict resolution strategies for successful outcomes
- 4: Execute customer service strategies to exceed expectations
- 5: Apply complex change techniques to guide others through organizational change
- 6: Develop a personal leadership development strategic plan