



**Strategic
Vision**

**Multidisciplinary
Classes**

What is the Academy?

The Arizona Healthcare Leadership Academy, an Arizona-grown program, provides leadership and management training to front-line managers and supervisors from hospitals and healthcare facilities across Arizona.

Started in May 2004 by a partnership among The University of Arizona College Of Nursing, The Eller College of Management, the Arizona Nurses Association and in collaboration with hospitals throughout Arizona, the Academy has offered programs in Tucson, Phoenix, Flagstaff, Prescott, Casa Grande and Sierra Vista.

The Academy was launched with start-up funding from the Arizona Hospital and Healthcare Association Campaign for Caring.

A Pragmatic Program for Healthcare Professionals

AZHCLA offers three distinct four-part programs. Two of these programs are designed for frontline managers, including team leaders, charge nurses, supervisors in both clinical and non-clinical areas, and all healthcare providers who aspire to such positions. A third program is designed expressly for hospital department directors.

Our goal is to develop leaders who have the confidence and skills to improve the healthcare work environment.

Built on partnerships listed, the Arizona Healthcare Leadership Academy is governed by a diverse group. Steering Committee Members are:

- Joyce Benjamin, RN, MSN, Arizona Nurses Association
- Keith Provan, PhD, The University of Arizona Eller College of Management

- Joyce Verran, PhD, RN, FAAN, The University of Arizona College of Nursing, University of Colorado Health Sciences Center, School of Nursing

- Linda Werbylo, Carondelet Health Network
- Patty White, MS, RN, St. Joseph's Hospital & Medical Center

**Work
Environment**



Arizona Healthcare Leadership Academy
 Betty Falter, RN, MS, CNAA, BC, Executive Director
 Diane Berkey, Program Coordinator
 1850 E. Southern Ave., Ste. 1, Tempe, AZ 85282
 480.831.0404 x 105 diane@aznurse.org

Joyce Verran, PhD, RN, FAAN, The University of Arizona
 College of Nursing, University of Colorado Health Sciences
 Center, School of Nursing
 Linda Werbylo, Carondelet Health Network
 Patty White, MS, RN, St. Joseph's Hospital & Medical Center



www.azhcleadership.org



**Contemporary
Leadership**

www.azhcleadership.org

Tier I Courses

Tier I is designed to provide the fundamentals of leadership. Additionally, there is a Capstone Course that uses real-world scenarios to provide a context for highlighting the typical issues and dilemmas that participants are likely to encounter in their jobs.

- **Workplace Environment**
- **Understanding Organizational Performance Measures**
- **Team Building (Supervisor-Work Group Relationships)**
- **Human Resource Management (Supervisor-Subordinate Relationships)**
- **Conflict Management and Negotiations**
- **Communication**
- **Time Management**
- **Capstone Course**



Tier II Courses

Tier II builds on and expands the core content of Tier I. Tier II attendance requires graduation from Tier I or recommendation from a senior manager.

- **Managing Uncertainty**
- **Managing Employee and Patient Safety**
- **Managing Budget Development**
- **Managing Financial Performance**
- **Managing Retention and Forces of Magnetism**
- **Advanced Conflict Management**
- **Project Management**
- **Managers as Leaders: The Capstone Experience**

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Directors Only

Directors Only is a new program designed for director-level healthcare leaders—those individuals who have responsibility for the overall administration of functional areas with multiple departments. The goal of this program is to provide director-level leaders with knowledge and skills to improve departmental performance.

- **Organizational Culture and Workplace Environment**
- **Performance Management and Strategy Maps**
- **The Science of Quality**
- **Translational Research and Patient Safety**
- **Project Management Managing People**
- **Advanced Conflict Management**
- **Team Building (Director-Workgroup Relationships)**
- **Directors as Leaders — The Capstone Experience**

Who Should Attend?



The Arizona Healthcare Leadership Academy is designed for:

- Front-line managers, including team leaders and charge nurses
- Healthcare managers and supervisors
- Employees who aspire to healthcare leadership positions
- Individuals who have been recognized for their leadership potential
- Directors are invited to attend Tier I and Tier II

Participants in the Academy are sponsored by their organizations as a reward for past achievement and recognition of their future leadership potential.



Faculty



Joyce Benjamin, RN, MSN, Executive Director, Arizona Nurses Association

Lehman Benson, PhD, Associate Professor, Management and Organizations, Eller College of Management, The University of Arizona

Judy Effken, PhD, RN, FACMI, FAAN, Associate Professor, Nursing, College of Nursing, The University of Arizona

Leslie Eldenburg, PhD, Associate Professor, Accounting, Eller College of Management, The University of Arizona

Aleksander Ellis, PhD, Assistant Professor, Management and Organizations, Eller College of Management, The University of Arizona

Palmer Evans, MD, Medical Director, Tucson Medical Center

Betty Falter, RN, MS, CNAA, BC, Executive Director, Arizona Healthcare Leadership Academy

Cindi Gilliland, PhD, Senior Lecturer, Management and Organizations, Eller College of Management, The University of Arizona

Stephen Gilliland, PhD, Professor and Department Head, Management and Organizations, Eller College of Management, The University of Arizona

Barry Goldman, PhD, JD, Associate Professor, Management and Organizations, Eller College of Management, The University of Arizona

Roger Hartley, PhD, Assistant Professor, Public Administration and Policy, Eller College of Management, The University of Arizona

Renee McConnell, PhD, Director, Business Communication Program, Eller College of Management, The University of Arizona

Mary Lou Monahan, RN, MN, MBA, CNA, BC, Associate Clinical Professor, College of Nursing, The University of Arizona

Keith Provan, PhD, Professor, Public Administration and Policy, Eller College of Management, The University of Arizona

Joyce Verran, PhD, RN, FAAN, Professor Emeritus, College of Nursing, University of Arizona, Visiting Professor, University of Colorado Health Sciences Center, School of Nursing

Gerry Wilhelm, PMP, Vice President and General Manager, DVA Consulting