



DEPARTMENT OF HEALTH & HUMAN SERVICES

Public Health Service

Albuquerque Area Indian Health Service
5300 Homestead Road, N.E.
Albuquerque, New Mexico 87110
DHR-01-01

DATE: January 22, 2001

TO: Albuquerque Area Managers
Nashville Area Managers
National Programs, Albuquerque

FROM: Director, Division of Human Resources
Albuquerque Area Indian Health Service

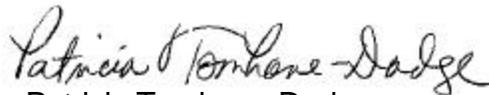
SUBJECT: LinC Training Announcement

The Navajo and Albuquerque Areas are jointly sponsoring **Leadership in Context** training for supervisors. This is a 10-day training course, which is divided into three segments and scheduled over a three-month period. Attached is the course description.

We are accepting nominations for the Winter/Spring class. This class will be held in Albuquerque, NM. We have a total of ten 15 training slots available. Employees selected are expected to attend all ten days of training. Each training session begins daily at 8:30 a.m. and ends at 4:00 p.m. The schedule for each session is as follows:

February 13-15, 2001	(3 days)	Location: Sheraton Uptown
March 20-22, 2001	(3 days)	Location: Energy Training Complex
April 24-27, 2001	(4 days)	Location: Energy Training Complex

Service Units and Area Divisions are responsible for all travel costs. The Area Office will prepare the HHS 350 on ARMS for all participants. Nominations are to be submitted to the Navajo Area IHS Training Office **by January 29, 2001**. You may do this via e-mail. Roselinda Allison in the Navajo Area is coordinating the nominations. Nominations are accepted from the employee's immediate supervisor only. Supervisors, please notify your employees that they have been nominated and if selected will be attending the training during this timeframe. In past classes, we found that employees that were selected were not aware of their nominations or selections. If you have any questions you may contact Vince Lujan or Janet Sandia at (505) 248-4510 or send your nominations to me via e-mail to: Roselinda.Allison@navajo.ihs.gov


Patricia Tomhave-Dodge

Attachment

cc: Service Unit Personnel Offices

**The Navajo Area Indian Health Service,
The Albuquerque Area Indian Health Service
And
The IHS Clinical Support Center (Accredited Sponsor)
Present:
LEADERSHIP IN CONTEXT**

OVERALL GOAL: To provide training and education to develop skill in critical supervisory competencies and to improve the management cadre within the IHS.

OBJECTIVES: As a result of having attended and successfully completing this activity, participants will be able to:

- Identify their own performance style and personality type according to the Myers Briggs Type Indicator.
- Determine how to better manage their employees' performance.
- Develop leadership skills such as communication, decision-making, stress management, and change and transition.
- Determine how to work more effectively within the organizational culture of the Service Unit, the Area and the IHS in general.

ACCREDITATION:

The Indian Health Service (IHS) Clinical Support Center is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians.

The IHS Clinical Support Center designates this continuing education activity for up to 6 hours of Category 1 credit toward the Physician's Recognition Award of the American Medical Association for each full day of participation. Each physician should claim only those hours of credit he or she actually spent in the educational activity

This Category 1 credit is accepted by the American Academy of Physician Assistants and the American College of Nurse Midwives.

The Indian Health Service Clinical Support Center is accredited as a provider of continuing education in nursing by the American Nurses Credentialing Center Commission on Accreditation, and designates this activity for 69.5 contact hours for nurses.

COURSE DESCRIPTION:

This ten-day course is the DHHS and IHS's premier "frontline" (all supervisors, managers, and executives are front line leaders) leadership training course. DHHS has been successfully running this program over the last 8-10 years. Now, it has been redesigned specifically for the IHS. This course, unlike other managerial/supervisory and leadership courses is behavioral rather than theoretical. Supervisors and managers learn specific skills related to effective leadership. Leadership skills are taught in the "context" of the IHS. Specifically, real supervisory and organizational issues are dealt with rather than role-plays. The emphasis is on results and application of the "basic principles" and as well as the "key actions" associated with frontline leadership. The intent of the course is to create a support network with other supervisors within IHS. As a result of this training supervisors and managers will be able to lead their organizations more effectively, if the skills are practiced on a daily basis.

COST: None

DATES and TIMES:

First Class Session: **February 13-15, 2001** **8:30am-4:00pm each day**

Feb. 13 **Introduction/HHS Manager Role:**
The IHS Management Model
Your Role and the Basic Principles
Myers-Briggs Type Indicator Administration and Feedback

Feb. 14 **Culture/Communication:**
Organizational/IHS Culture
Communication Overview
Giving Constructive Feedback

Feb. 15 Getting Good Information from Others
Dealing with Emotional Behavior
Group Process
Developing support groups

Second Class Session: **March 20-22, 2001** **8:30am-4:00pm each day**

Mar. 20 **Managing for Results:**
Performance Management
Planning
Establishing Performance Expectations
Motivation

- Mar. 21 **Managing for Results Continued:**
Recognizing Positive Results
Analyzing Performance
Coaching for Optimal Performance
- Mar. 22 **Managing for Results Continued:**
Taking Corrective Action
Evaluating and Documenting Performance
Effective Decision Making

Third/Final Class Session: April 24-27, 2001

8:30am-4:00pm each day

- Apr. 24 **Power:**
Is Power Good or Bad
Rediscovering our Power
The Seven Types of Power
The Importance of Connection
Organizational Impact:
Building a Constructive Relationship with Your Manager
- Apr. 25 **Organizational Impact Continued:**
Confronting Issues With Your Manager and Peers
Dealing With Conflict:
Resolving Team Conflicts
Thomas-Kilmann Conflict Mode Instrument
- Apr. 26 **Managing Change and Transition:**
Establishing a Shared Vision
Planning for Change
Managing the Transition
Planning for Endings
Planning for Neutral Zone
Planning for Beginnings
Developing a Plan
- Apr. 27 **Stress Management:**
Taking Control of Stress
Thought Reframing
Looking for Continuities
Support Systems
Diversity
EEO Board Game
Graduation

TARGET AUDIENCE:

Physicians, nurses, pharmacists, other health professionals, and administrators in supervisory management positions or leadership roles.

LOCATION:

Albuquerque, New Mexico

INSTRUCTORS:

Lead Instructors: Jennine Jones, Navajo Area Personnel Officer
Co-Instructors: Connie Taylor, Management Analyst, Chinle Service Unit
Judith Scherr, Labor Relations Specialist, IHS Headquarters,
Division of Human Resources

ENROLLMENT PROCEDURES:

Contact Georgina Upshaw, Secretary, Navajo Area Personnel (520) 871-5831 or
Roselinda Allison, Navajo Area Training Officer at (520) 871-1358

DEADLINE:

January 29, 2001