



## South Central Public Health Partnership

### TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

<http://lms.southcentralpartnership.org/scphp>

## Leadership Management Communication

**Instructor:** Ellen Belzer, MPA

### Course Description

No matter how effective a leader/manager you already are, this course is designed to refresh and refine the skills needed to lead your teams to success in today's fast-paced and stressful health care environment. By exploring effective leadership styles and strategies, this course provides specific tools to enhance leadership/management communication.

### Learning Objectives

- Identify the differences between leadership and management, describe the tasks and essentials of effective leadership, and identify the difference between dissonant and resonant leadership styles
- Understand how and why well-intentioned management strategies sometimes backfire, and how to keep that from happening
- Apply strategies that enable you to think, react, communicate, and lead with higher levels of emotional intelligence
- Identify the major reasons for low employee motivation and utilize strategies that motivate and inspire the workforce to maximize individual and group performance
- Understand ways to identify morale problems and apply strategies that ameliorate or rectify morale problems as well as negative mood contagion
- Increase your ability to promote ideas and plans through the application of specific persuasion and influence strategies
- Understand the qualities of an effective change manager
- Understand the characteristics and components of successful teams and apply strategies to enhance team communication

### MCH Competencies *\*Maternal and Child Health Competencies developed by the Association of Teachers in Maternal and Child Health (ATMCH)*

- C1: Organizational and management theories and practices, and their administration in both public and private agencies.
- C4: Appropriate use of networking, team building, small group processes, advocacy, negotiation, and conflict resolution skills, and the knowledge of community organization and coalition- building techniques to address maternal and child health issues and problems.
- C7: Apply knowledge of management and organizational theories and practices to the development, planning, staffing, administration, and evaluation of public health programs, including the implementation of strategies promoting integrated service systems for MCH populations.
- C12: Effective written and oral communication skills, including accurate and effective preparation and presentation of reports to agency boards, administrative organizations, legislative bodies, consumers, and/or the media using demographic, statistical, programmatic, and scientific information.
- C14: Effectively resolve internal employee and/or organizational conflicts through a knowledge of applicable management techniques.

### Preparedness & Response Core Competencies *\*Public Health Preparedness & Response Core Competency Model*

- 1.2: Manage behaviors associated with emotional responses in self and others.
- 1.3: Facilitate collaboration with internal and external emergency response partners.
- 1.5: Demonstrate respect for all persons and cultures.

**To register for this course visit us at**  
**<http://lms.southcentralpartnership.org>**