

CAREER DEVELOPMENT PROGRAMS AND ACTIVITIES

Whether you are a newcomer to healthcare management or a seasoned executive, ACHE's Healthcare Executive Career Resource Center (HECRC) offers you comprehensive career services, including leadership assessment tools, career development programs and resources, and personalized career planning assistance. Following are the HECRC programs and services offered at Congress. Register for the following programs by checking the appropriate box(es) in Section 3 of the registration form, unless otherwise instructed. For more information on these and other career programs, call the Healthcare Executive Career Resource Center at (312) 424-9446.



Note: Attendance at these complimentary events or career programs may prevent Congress Express participants from earning a full 12 Category I credits.

EMPLOYMENT REFERRAL SERVICE

Sunday, March 21, 10:00 a.m.–7:00 p.m.
Monday, March 22, 7:00 a.m.–7:00 p.m.
Tuesday, March 23, 7:00 a.m.–5:00 p.m.
Wednesday, March 24, 7:00 a.m.–5:00 p.m.

The Employment Referral Service is an opportunity for potential employers and job applicants to connect at Congress. Employers are on-site at Congress to review resumes and conduct interviews. This is a complimentary service; advance registration is recommended. For further guidelines, see page 53.

EMOTIONAL INTELLIGENCE ASSESSMENT*

Affiliates \$130, Nonaffiliates \$155
Monday, March 22, 10:00 a.m.–11:30 a.m.

Career experts agree that emotional intelligence is a better predictor of career success than IQ. But many healthcare executives do not have a clear idea of how their emotional intelligence measures up. With the Emotional Intelligence Assessment, you can measure your emotional intelligence quotient (EQ) and use the results to build stronger relationships, enhance self-awareness and achieve greater work-life balance. Interpretive comments will explain your scores and suggest strategies for improvement.

THE BENCHMARKS® WORKSHOP

6 Category I (ACHE education) credits
Affiliates \$550, Nonaffiliates \$635
Monday, March 22, 2:00 p.m.–4:30 p.m.

The Benchmarks Workshop is a developmental 360-degree assessment that provides feedback on 16 key competencies and your leadership potential. You, your colleagues, direct reports and supervisor will complete assessments of your abilities in such areas as teamwork, resourcefulness, flexibility and conflict management. Follow-up questions and personalized feedback will help you enhance your leadership effectiveness and reduce your risk for career derailment.

THE BENCHMARKS® PLUS EMOTIONAL INTELLIGENCE WORKSHOP

8 Category I (ACHE education) credits
Affiliates \$650, Nonaffiliates \$750
Monday, March 22, 2:00 p.m.–6:00 p.m.

The Benchmarks Plus Emotional Intelligence Workshop combines HECRC's popular 360-degree assessment, The Benchmarks Workshop, with the Emotional Intelligence Assessment. You will receive feedback about your scores in 16 key leadership areas as well as a detailed evaluation of your emotional intelligence. You will also fashion two development plans that will work together to help you increase your leadership abilities and improve your emotional intelligence.

Advance registration is recommended by February 11, 2010, for either The Benchmarks Workshop or the Benchmarks Plus Emotional Intelligence Workshop. Benchmarks is a registered trademark of the Center for Creative Leadership.

CAREER ANCHORS ASSESSMENT*

Affiliates \$100, Nonaffiliates \$115
Tuesday, March 23, 8:45 a.m.–10:15 a.m.

What is the one aspect of your career you would not give up? The Career Anchors Assessment will help you identify your career anchor—a combination of your most important motives, values and perceived areas of competence. Using this knowledge, you will be able to match your career goals and objectives with your fundamental values, leading to increased career success and satisfaction. © 2006 by John Wiley & Sons Inc.

VISIONARY LEADERSHIP ASSESSMENT*

Affiliates \$100, Nonaffiliates \$115
Tuesday, March 23, 10:45 a.m.–12:15 p.m.

What motivations, drives and values govern your approach to leadership? How can you use this knowledge to become a more effective leader? The Visionary Leadership Assessment will help you identify your personal approach to the leadership process and how it contributes to the general level of excellence in your organization. Through feedback about your own leadership behaviors, leadership characteristics and effect on the organizational context, you will identify specific ways to increase your leadership effectiveness.

POWER/INFLUENCE ASSESSMENT*

Affiliates \$100, Nonaffiliates \$115
Tuesday, March 23, 2:15 p.m.–3:45 p.m.

Every successful leader depends on the work of subordinates and colleagues to produce desired results. But how do you gain the power and influence necessary to motivate others to perform? This assessment uses the Power Base Inventory Instrument to determine your preferences for using each of six distinct bases of power. You will learn which bases rest on your position within the organization and which ones depend on your personal style and how you can use power and influence more effectively. © Xicom Inc.

CAREER MANAGEMENT NUMBERED SEMINARS

Congress offers numerous seminars on aspects of career management. These include:

- 47 A/B Your Career Is a Marathon: Training to Win
- 66X Building World-Class Leadership Teams
- 87 Transitioning From Military to Civilian Healthcare
- 84, S04A/B The Courage to Lead: Tools for Emerging Leaders
- S01 A/B How to Succeed as an Early Careerist
- S02 A/B Developing Your Personal Brand
- S06 A/B Getting the Job You Want in Healthcare Administration
- S07 A/B Becoming the Next Generation of Leaders: Lessons Learned in the First 10 Years

For more information on these seminars, see the seminar descriptions on pages 27–43.

CAREER COUNSELING SERVICE

By appointment:
Tuesday, March 23, 8:45 a.m.–11:45 a.m., 2:15 p.m.–4:45 p.m.
Wednesday, March 24, 8:45 a.m.–11:45 a.m., 2:15 p.m.–4:45 p.m.

This complimentary Congress service will help early- and mid-career executives as they plan their paths in healthcare management. Conducted by CEO/COO-level ACHE affiliates, this service, led by Michael Broscio, director, Healthcare Practice, SSP BPI Group, and Diane Barowsky, FACHE, president, Barowsky Search Partners Ltd., helps participants gain a greater understanding of how to advance their careers.

You may register online at ache.org/Congress until March 17, 2010, as space permits. You can select a 20-minute appointment on Tuesday, March 23, or Wednesday, March 24. A limited number of on-site registrations may be available. Only Congress registrants may participate in this complimentary program.

RESUME REVIEW/CRITIQUE SERVICE

By appointment:
Tuesday, March 23, 8:45 a.m.–11:45 a.m., 2:15 p.m.–4:45 p.m.
Wednesday, March 24, 8:45 a.m.–11:45 a.m., 2:15 p.m.–4:45 p.m.

Would you like a senior-level healthcare executive to review your resume and give you tips for improvement? In this complimentary service, executive search firm consultant J. Larry Tyler, FACHE, FHFMA, FAAHC, CMPE, of Tyler & Company, will lead ACHE Fellows in reviewing and critiquing resumes. You may register online at ache.org/Congress until March 17, 2010, as space permits. You can select a 20-minute appointment on Tuesday, March 23, or Wednesday, March 24. A limited number of on-site registrations may be available. Only Congress registrants can participate.

RETIREMENT PLANNING ESSENTIALS SEMINAR

Affiliates \$135, Nonaffiliates \$160
Wednesday, March 24, 8:45 a.m.–12:15 p.m.

Peter M. Friend, LFACHE
Director, The Bensman Group

Frankie Perry, RN, FACHE(R)
Faculty, Masters of Public Health Program, University of New Mexico

Challenging economic times call for savvy retirement and financial planning. Designed for Congress attendees of all ages and at all stages of retirement planning, this is an interactive discussion of a comprehensive array of retirement topics and decisions. This session explores the intellectual and psychological considerations surrounding retirement planning as well as financial risk management, wealth accumulation and wealth preservation strategies for retirement.

LEADERSHIP ASSESSMENT ONLINE WORKSHOP*

Affiliates \$150, Nonaffiliates \$200
 Wednesday, March 24, 8:45 a.m.–10:15 a.m.

This assessment is ideally completed online prior to Congress, preferably by March 18, 2010. Then, this comprehensive assessment combines the Myers-Briggs Type Indicator and the psychological instrument FIRO-B to identify your leadership and personality style and to examine that style from crucial viewpoints. These viewpoints include team settings, interpersonal relationships and organizational culture. At the workshop, you will receive your personal report and useful resources that will help you understand and apply your results.

EXECUTIVE JOB SEARCH WORKSHOP

2 Category I (ACHE education) credits
 Affiliates \$200, Nonaffiliates \$240
 Wednesday, March 24, 8:45 a.m.–12:15 p.m.

Learn the basics of career management with this half-day workshop designed to help you establish career objectives and prepare for a job transition. You will learn the three crucial skills of resume development, networking and interviewing. Sample cover letters and resumes, tips for selling your abilities, a networking profile questionnaire, sample interviewing questions and lists of local resources for networking are all included in this workshop.

HEADHUNTERS FORUM

Tuesday, March 23, 10:45 a.m.–12:15 p.m.

Dennis J. Kain, FACHE
President, Tyler & Company

Etheline C. Desir-Ubamadu
President, Desir Group Executive Search

Greg Button
Senior Client Partner, Healthcare Services, Korn/Ferry International

This unique forum provides CEOs and other senior-level executives an opportunity to get inside information on the current healthcare job market and how candidates can position themselves for greater success. Three leading search consultants will share their personal perspectives on why some executives are chosen repeatedly for new and better jobs while others are overlooked.

Discover which areas of the healthcare marketplace have the greatest job opportunities, how search consultants identify potential candidates and how you can gain the attention of search consultants. Check the box in Section 1D of the registration form if you would like to attend.

JOB INTERVIEWING SKILLS: ESSENTIAL COMMUNICATION TECHNIQUES FOR CAREER MANAGEMENT SUCCESS

Student and Early Careerist Session
 Wednesday, March 24, 10:45 a.m.–12:15 p.m.
 Senior-Level Healthcare Executive Session
 Wednesday, March 24, 2:15 p.m.–3:45 p.m.

Brush up on your job interviewing skills at these Congress sessions. Career transitions coach J. Craig Honaman, FACHE, and executive recruiter John G. Self, co-founder and chairman, JohnMarch Partners Inc., will lead 90-minute sessions on effective job interviewing techniques and take questions from participants. Please check the appropriate box in Section 1D of the registration form if you wish to attend.

CONFLICT MANAGEMENT ASSESSMENT*

Affiliates \$100, Nonaffiliates \$115
 Wednesday, March 24, 2:15 p.m.–3:45 p.m.

Is your approach to conflicts assertive or cooperative? Using the Thomas-Kilmann Conflict Mode Instrument, you will receive feedback on how you handle conflicts, including the behaviors you use too much and those you should use more. Interpretive material will show you how to match the appropriate way to handle conflict with the specific situation, helping you manage conflict more successfully.

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EMPLOYMENT OPPORTUNITIES IN THE FEDERAL SECTOR

Wednesday, March 24, 2:15 p.m.–5:30 p.m.

Ralph Charlip, FACHE
Program Manager, Department of Veterans Affairs VISN 19

Ralph Gigliotti, FACHE
Director, Durham VA Medical Center

Explore the variety of federal sector healthcare career opportunities in this complimentary session. Faculty will provide resources to use in a federal sector job search, salary and benefit information and tips for preparing an application for a federal sector job. This is an ideal learning opportunity for students, individuals interested in working in the federal sector and uniformed service personnel who are within one to two years of transitioning to a civilian position.

Check the box in Section 1D of the registration form if you would like to attend.

* PROGRAMS MARKED WITH AN ASTERISK CAN ALSO BE PURCHASED FOR COMPLETION AT YOUR HOME OR OFFICE.

EMPLOYMENT REFERRAL SERVICE

Pre-register online beginning January 15, 2010!

ACHE's Congress Employment Referral Service (ERS) provides job applicants opportunities to connect with employers. Online application for the service will begin January 15, 2010; go to ache.org/ERS.

HOW IT WORKS

Each employer will post the job opening(s) that it is looking to fill by going to ache.org/ERS and following the job posting instructions. The job openings will be listed in the ERS online job bank available at Congress. Interested applicants will submit resumes directly to employers using employer drop boxes available on-site; employers will also be conducting on-site interviews. Each applicant will enter his or her resume online at ache.org/ERS and indicate the type of position being sought. The resumes will be listed in the ERS online resume bank available only at Congress for employers to review and select potential applicants.

Employers can then choose to contact these applicants directly and arrange interviews during or after Congress.

Following are some guidelines for both employers and applicants. Please note that although on-site applications for the Employment Referral Service will be accepted through Tuesday, March 23, it is strongly recommended that both employers and applicants submit jobs and resumes online by Thursday, March 18. On-site users should note that photocopying service is not available at the Employment Referral Service area; however, a commercial photocopying center is located nearby.

Please note: The above link is for the Employment Referral Service available only at Congress and is separate from the online ACHE Job and Resume Banks offered year-round.

GUIDELINES FOR EMPLOYERS

1. Ensure that you can be present to conduct interviews at Congress. Employers must be present and conducting interviews at Congress in order to list job opportunities with the Congress Employment Referral Service. There will be a designated area available for conducting interviews; employers may also make other arrangements. Please note: If you have an open position(s) but are not able to interview at Congress, you may list your position(s) in the online ACHE Job Bank. This is a separate free service.
2. Post your position(s) online at ache.org/ERS between January 15 and March 18 (or on-site). Because applicants appreciate a clearly stated salary range, please be sure to fill in the salary or salary range in the appropriate field. Position postings will be accepted through Thursday, March 18, and will appear in the Congress online job bank immediately upon submission. Employers may bring a job posting listing on a CD or USB flash drive for posting jobs on-site.
3. Check in early to maximize your use of the service. We encourage you to check in to the service early to get the maximum exposure to applicants. Employment Referral Service staff will give you instructions on how to access the Congress online resume bank. Only registered, authorized employer representatives may review these resumes and contact applicants.

Please note: After Congress, employers who submitted positions online will have the option of posting their listing(s) in the online ACHE Job Bank at no charge.

GUIDELINES FOR APPLICANTS

1. Register for Congress. Applicants must be registered for Congress to use the Congress Employment Referral Service.
2. Post your resume online at ache.org/ERS between January 15 and March 18 (or on-site). Resumes will be accepted through Thursday, March 18, and will appear in the Congress online resume bank immediately upon submission. Applicants may bring their resume on a CD or USB flash drive for ease in posting resumes on-site. Please note: If your resume is already posted on ACHE's Resume Bank, you will be given the option to use that resume for the Congress Employment Referral Service. However, you must still register online as an applicant for the service.
3. Check in early to maximize your use of the service. After you go through the main Congress registration, check in with the Employment Referral Service. You will be given instructions on how to access the online job bank. You can apply directly for positions that are of interest to you by leaving copies of your online resume in the employer drop boxes on-site. You should bring extra copies of your resume in the event you are called for an interview.
4. Be prepared, if called upon, to interview at Congress. Employers with positions listed with the Congress Employment Referral Service will be present and conducting interviews at Congress.

If you have any questions about the Employment Referral Service, please contact Human Resources at (312) 424-9341.