

## 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.

\* Programs marked with an asterisk can also be purchased for completion at your home or office.

### Employment Referral Service

Sunday, March 18, 10:00 a.m.–7:00 p.m.

Monday, March 19, 7:00 a.m.–7:00 p.m.

Tuesday, March 20, 7:00 a.m.–5:00 p.m.

Wednesday, March 21, 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 54.

### Emotional Intelligence Assessment\*

Affiliates \$135, Nonaffiliates \$160

Monday, March 19, 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 \$575, Nonaffiliates \$665

Monday, March 19, 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, your direct reports and your supervisor will complete assessments of your abilities in such areas as teamwork, taking initiative, flexibility and conflict management. Follow-up questions and personalized feedback will help you create a development plan to enhance your leadership effectiveness and reduce your risk for career derailment.

### The Benchmarks® Plus Emotional Intelligence Workshop

8 Category I (ACHE education) credits

Affiliates \$675, Nonaffiliates \$780

Monday, March 19, 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 10, 2012, 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 \$105, Nonaffiliates \$120

Tuesday, March 20, 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.

### Career Counseling Service

By appointment:

Tuesday, March 20, 8:45 a.m.–11:45 a.m., 2:15 p.m.–4:45 p.m.

Wednesday, March 21, 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 Executive Career Resource Center, ACHE, and Barry Cesafsky, FACHE, president/CEO, CES Partners Ltd., will help participants gain a greater understanding of how to advance their careers. You may register online at [ache.org/Congress](http://ache.org/Congress) until March 16, 2012, as space permits. You can select a 20-minute appointment on Tuesday, March 20, or Wednesday, March 21. A limited number of on-site registrations may be available. Only Congress registrants may participate in this program.

### Resume Review/Critique Service

By appointment:

Tuesday, March 20, 8:45 a.m.–11:45 a.m., 2:15 p.m.–4:45 p.m.

Wednesday, March 21, 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, chairman/CEO, Tyler & Company, will lead ACHE Fellows in reviewing and critiquing resumes. You may register online at [ache.org/Congress](http://ache.org/Congress) until March 15, 2012, as space permits. You can select a 20-minute appointment on Tuesday, March 20, or Wednesday, March 21. A limited number of on-site registrations may be available. Only Congress registrants may participate in this complimentary service.

### Change Management Leadership Assessment Online\*

Affiliates \$105, Nonaffiliates \$120

Tuesday, March 20, 10:45 a.m.–12:15 p.m.

This 84-item behavioral assessment collects feedback on seven key change management competencies that range from proactive thinking to breaking from the past and consolidating new learning. You will receive a 22-page change management feedback report that identifies your top 10 strengths and development needs. Use this to shape personalized development planning to help you enhance this critical leadership skill. You will also receive supporting materials that will help you move from being a change manager to a change leader attuned to the emotional aspects of an effective change effort.

### Headhunters Forum

Tuesday, March 20, 10:45 a.m.–12:15 p.m.

Dennis J. Kain, FACHE

President, Tyler & Company Inc.

Efton Hall Jr.

Vice President, Management Recruiters of Berkeley

Lyn Brennan, RN

Partner, Amrop Battalia Winston

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.

### Power/Influence Assessment\*

Affiliates \$105, Nonaffiliates \$120

Tuesday, March 20, 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.

## Leadership Assessment Online Workshop\*

Affiliates \$155, Nonaffiliates \$205

Wednesday, March 21, 8:45 a.m.–10:15 a.m.

This assessment is ideally completed online prior to Congress, preferably by March 17, 2012. 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 \$210, Nonaffiliates \$250

Wednesday, March 21, 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.

## Job Interviewing Skills: Essential Communication Techniques for Career Management Success

Student and Early Careerist Session

Wednesday, March 21, 10:45 a.m.–12:15 p.m.

Senior-Level Healthcare Executive Session

Wednesday, March 21, 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 corporate consultant Sheryl M. Jackson of Carlisle & Gallagher Consulting Group will lead 90-minute sessions on effective job interviewing techniques, take questions from participants and provide checklists for action. Please check the appropriate box in Section 1D of the registration form if you wish to attend.

## Conflict Management Assessment\*

Affiliates \$105, Nonaffiliates \$120

Wednesday, March 21, 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.

## Employment Opportunities in the Federal Sector

Wednesday, March 21, 2:15 p.m.–5:30 p.m.

Ralph Charlip, FACHE

*Program Manager, Department of Veterans Affairs VISN 19*

Ralph T. 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.

## Career Management Seminars

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

- Leadership Development for Developing Leaders (18)
- Your Career Is a Marathon: Training to Win (23A or 23B)
- GROW a Coaching/Mentoring Program to Facilitate Growth and Develop Leaders (37)
- Transitioning From Military to Civilian Healthcare (85)
- Do You Have a Career in Healthcare Consulting? (90A or 90B)
- How to Succeed as an Early Careerist (S01A or S01B)

For more information on these seminars, see the seminar descriptions on pages 22–44.