

Monday 18 December	Tuesday 19 December	Wednesday 20 December	Thursday 21 December	Friday 22 December
<p><b>9:30 am</b>            Introductions and module expectations, outline of module, format, evaluation            Improving Health Care Organizations: The Role of Leadership and Management: Presentation and discussion            Culture and management: Survey and discussion            Survey results and discussion            Evidence-Based Management: Presentation and discussion</p> <p><i>Bruce Fried</i></p>	<p><b>9:00 am</b>            Introductory exercise            Your role as a team leader: Ensuring psychological safety: Presentation and discussion            “Medisys Crop.: The IntensCare Product Development Team.” Case discussion            “The Abilene Paradox”: Video</p> <p><i>Bruce Fried</i></p>	<p><b>9:00 am</b>            Introductory exercise            Management style and the Myers-Briggs Inventory: Presentation and discussion            Problem analysis: Using Fishbone Diagrams for analysis and solutions: Exercise</p> <p><i>Bruce Fried</i></p>	<p><b>9:00 am</b>            Organizational Strategy and HR Alignment            Employee recruitment and selection: Presentation and discussion            Lost at Sea: Exercise</p> <p><i>Bruce Fried</i></p>	<p><b>9:00 am</b>            Leading Change; “This is my generation!” - Managing across generations ; “What’s Jazz got to do with it ? ” - Leaders as improvisors</p> <p><i>Wayne Psek</i></p>
12h : Lunch	12h : Lunch	12h : Lunch	12h : Lunch	12h : Lunch
<p><b>2:30 pm</b>            High performance organizations: Presentation and discussion            Management style            Toxic managers and how to deal with them: Case discussion of “Tough Guy” (on Real)            Conclusion</p> <p><i>Bruce Fried</i></p>	<p><b>1:00 pm</b>            Systems and Systems Thinking            Problem solving for leaders and managers            Conclusion</p> <p><i>Wayne Psek</i></p>	<p><b>1:00 pm</b>            Organizational Learning            Fixing things: Quality, Process Improvement and Implementation            Case study (The Crowded Clinic)            Conclusion</p> <p><i>Wayne Psek</i></p>	<p><b>1:00 pm</b>            Leadership, mentorship, sponsorship            Wisdom of teams video            Organizational Strategy and Marketing alignment            Conclusion</p> <p><i>Bruce Fried and Wayne Psek</i></p>	<p><b>1:00 pm</b>            Fundamentals of Performance management            Understanding and Managing conflict in organizations            Negotiations: Exercise            Conclusion</p> <p><i>Bruce Fried</i></p>
<b>5:00 pm</b>	<b>4:00 pm</b>	<b>4:00 pm</b>	<b>4:00 pm</b>	<b>4:00 pm</b>

*Please note that some small changes could occur*