



Rural Healthcare **LEADERSHIP & DEVELOPMENT TRAINING SERVICES**

Rural Health Education and Services (RHES) offers services to help strengthen the Kansas healthcare workforce through professional development and leadership training sessions.

Sessions are based on survey results or your organization's requests. Training can be delivered on-site and tailored to all employees, and/or focused on specific groups. Services are available individually, or as a suite customized and delivered to meet your organization's goals.

Employee Engagement and
Workplace Culture Survey

Kansas Leadership Center Competencies

TypeFinder Personality Test (MBTI®)

Effective Communication Strategies

Motivational Approaches

Work-Life Balance and Burnout

Gallup® CliftonStrengths®
Leadership Program

Supervisor and Manager Training
Situational Leadership Model

Conflict Management and
Resolution Strategies

Personal Learning Styles

Group and Team Development

Creating Safe and Inclusive Environments



Tara Morrow is the KBP and Education Manager at Rural Health Education and Services, the University of Kansas Medical Center. She manages the KBP loan forgiveness program and develops and delivers curriculum to rural healthcare organizations helping support positive organizational cultures and increasing employee engagement. Tara received a B.A. from Fort Hays State University in Communications and a M.S.E. from the University of Kansas in Educational Policy and Leadership. She is a certified Gallup-Certified Strengths Coach and Trainer and certified as a Kansas Leadership Center Teacher and Facilitator. Tara has been teaching communication, leadership and cultural awareness courses for over 20 years at the collegiate level. Tara grew up in rural Northwest Kansas and has a passion for helping strengthen the healthcare workforce in rural communities. She has been a member of the RHES team for more than 10 years.



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STEP 1: Baseline Survey

Employee Engagement and Workplace Culture Survey

Each organization will be administered a staff-wide culture and engagement survey. The survey results help identify the culture of your organization. To foster candor, Rural Health Education and Services (RHES) will collect the results as a third-party. A full report of aggregated responses, summary of highlights and recommendations will be shared with the organization. (Value \$499)

STEP 2: Training

Leadership and Staff Development Training Services

Once an organization's baseline has been established with results from the survey, the focus will then shift to leadership and staff development training. Four (4) on-site training hours will be available. Organizational leadership may determine which trainings, and to whom they would be delivered. RHES will evaluate the training and information will be given to the organization regarding best practices on workforce culture and engagement.

(Value \$796 = 4 hrs @ \$199/hr.)

Gallup® CliftonStrengths®

More than 90% of Fortune 500 companies have used CliftonStrengths® to bring the power of strengths-based development to their workplace culture. Over 22.7 million people have taken the assessment and according to Gallup®, Inc. research, people who know and use their strengths are:

- more engaged at work
- more productive in their roles
- happier and healthier

Our Gallup-Certified Strengths Coach will help participants identify their strengths using a common language. By naming the individual talents of each member of the organization, its employees can be utilized in the most effective positions. In turn, this will allow them to develop their required skills, help reduce turnover, improve employee morale and ultimately improve the organization's overall performance.

2h **E+** *Time Frame: 2 hours | Focus: All employees, plus further exploration for board members, leaders and teams. Individual coaching is available for follow-up sessions.*

Additional Cost: All participants must complete the online assessment (\$20/person for top 5 Strengths Report, or \$50/person for all 34 Strengths Report.)

Kansas Leadership Center Competencies

The Kansas Leadership Center (KLC) is a non-profit organization committed to fostering leadership for stronger, healthier and more prosperous Kansas communities. Our certified KLC teacher and facilitator will engage your team/staff with the KLC's principles, competencies and definition of leadership. Using the KLC framework, participants will identify key areas where they need to stretch, grow and experiment. Content may include any of the following:

Diagnose Situation: Distinguishing Technical and Adaptive Work, Understanding the Process Challenges, Explore Tough Interpretations, Take the Temperature, Identify Who Needs to Do the Work, Test Multiple Interpretations and Points of View

Manage Self: Know Your Strengths/Vulnerabilities and Triggers, Get Used to Uncertainty and Conflict, Choose Among Competing Values, Know the Story Others Tell About You, Experiment Beyond Your Comfort Zone, Take Care of Yourself

Energize Others: Engage Unusual Voices, Start Where They Are, Work Across Factions, Create a Trustworthy Process, Speak to Loss, Inspire a Collective Purpose

Intervene Skillfully: Make Conscious Choices, Raise the Heat, Speak from the Heart, Give the Work Back, Act Experimentally, Hold to Purpose

2h **E+** *Time Frame: 2 hours | Focus: All employees, plus further exploration for board members, leaders and teams.*

Supervisor and Manager Training – Situational Leadership Model

Management styles based on the Situational Leadership Theory, developed by Hersey and Blanchard, are flexible. Leaders modify their style of management to suit the existing work environment and requirements of the organization. During this session, leaders will gain the insight to understand when to change their management style, and what leadership strategy might fit each new situation.

2_H **L** *Time Frame: 2 hours | Focus: Leaders (Managers/Supervisors)*

TypeFinder Personality Test (MBTI®)

The Myers-Briggs Type Indicator® (MBTI®) is based on psychosocial preferences in how people perceive the world and how they make decisions. During this session, participants take an inventory to discover their four principal psychological functions – sensation, intuition, feeling and thinking. With these insights participants can make more informed decisions, better communicate with others and build stronger relationships.

2_H **E** *Time Frame: 2 hours | Focus: All employees*

Conflict Management and Resolution Strategies

Based on the Thomas-Killman Model, participants will take a Conflict Styles Inventory. This self-assessment provides participants with feedback on their preferred conflict management styles. Managing conflict is assessed on a scale of assertiveness and cooperativeness. Assertiveness is the extent an individual attempts to satisfy their own concerns, while cooperativeness is the extent of trying to satisfy the other parties. With this instrument, our facilitator helps participants understand how using different conflict management styles affects relationships and group dynamics, empowering them to choose the best approach for any situation.

1_H **E** *Time Frame: 1 hour | Focus: All employees*

Effective Communication Strategies

Communication is one of the most important aspects of interacting with others. In this one-hour session, participants will practice the communication strategy of “Describe, not Evaluate” and learn specific techniques to use when requesting something from someone.

1_H **E** *Time Frame: 1 hour | Focus: All employees*

Personal Learning Styles

Based on David Kolb’s Experiential Learning Model, participants will evaluate their learning style by a cyclical process of experiencing, reflecting, thinking and acting. The Learning Styles Inventory serves as a catalyst for participants to interpret and reflect on the ways they understand and process information.

2_H **E** *Time Frame: 2 hours | Focus: All employees*

Motivational Approaches

Motivation is the force that draws one to move toward something. Participants will examine various types of motivation approaches and identify the type of incentives in which they respond. In turn, this will help drive themselves and others toward success.

1_H **E** *Time Frame: 1 hour | Focus: All employees*

Group and Team Development

The term “group dynamics” describes the way in which people in a group interact with one another. When dynamics are positive, the group works well together. When dynamics are poor, the group’s effectiveness is reduced. Essentially, “the whole is greater than the sum of its parts.” Based upon the organization’s request, this session will focus on expanding the content (from one of the earlier sessions) to a specific team or group (i.e. CliftonStrengths, KLC, MBTI®)

1_H **2_H** **T** *Time Frame: 1 or 2 hours | Focus: Teams/Groups*

Work–Life Balance and Burnout (Employees/Staff)

Work–life balance describes the time working individuals need to allocate for their professional and personal lives to be in balance. Participants will identify cues of burnout and create facets of work-life balance options that they can implement into their lives.

1_H **E** *Time Frame: 1 hour | Focus: All employees*

Work–Life Balance and Burnout (Board/Management/Leadership of Organization)

Work–life balance practices are institutionalized arrangements that make it easier for employees to manage their work and personal lives. Employees that feel their companies invest in them, are then typically more invested in the success of their organization. This session will help participants discuss steps to address and enhance a positive organizational culture, through use of their organizational policies, benefits and services.

1_H **2_H** **L** *Time Frame: 1 or 2 hours | Focus: Leaders (Managers/Supervisors)*

Creating Safe and Inclusive Environments

It is essential that today’s business leaders create safe and inclusive workplaces where employees feel comfortable and welcomed. This type of environment increases worker satisfaction and, ultimately, organizational outcomes. This session will focus on effective strategies and how to implement them at your organization.

1_H **2_H** **E+** *Time Frame: 1 or 2 hours | Focus: All employees, plus further exploration for board members and leaders as a group*

Time Frame of Training		Suggested Audience for Training			
1_H 1 Hour	2_H 2 Hours	E All Employees	L Leaders	E+ All Employees & Subgroups	T Teams

STEP 3: Post-Survey

Employee Engagement and Workplace Culture Post-Survey

Six-months to 1-year following training, RHES will re-survey employees of organizations, collect and distribute aggregate data and compare focus area results with baseline data to determine level of change achieved. (Value \$299)

Critical Access Hospitals & Rural Health Clinics in Kansas will receive the services (valued at \$1594) from RHES. Healthcare organizations are responsible for additional materials, as applicable, and travel expenses for instructors. Additional leadership and staff development training sessions are also available.

Additional Fees and Training

Organizations are responsible for materials and travel expenses for instructors. Payment due upon receipt of invoice.

- Actual lodging expenses
- Travel \$50/hr (Based on travel time. Includes cost of meals)

Payment

If ordering additional training beyond the complimentary four hours, 50% is due upon order. Remaining amount due upon completion of training and/or instructor travel.

Get Started

Contact Tara Morrow, KBP and Education Manager, tmorrow@kumc.edu, 316.293.2649
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