

LEADING CHANGE IN A DYNAMIC HEALTHCARE ENVIRONMENT

The US Healthcare environment is changing fast in fundamental ways. Healthcare professionals aren't prepared for this kind of volatility, and it can feel like a tsunami heading straight at them: it's scary, deceptively fast, swirling, and the full impact is unknown. Leaders are the most important levers to ensure that your organizations don't just survive, but thrive in these uncertain times.

Duke Corporate Education (Duke CE) can help your leaders bring out the best in themselves and in their teams, and find opportunities in the transformation.



Duke
CORPORATE EDUCATION



How can I continue to provide patient-centered care in a value-driven environment?

Today's Healthcare Environment is Undergoing Rapid Change

Duke CE offers programs to equip leaders with the skills they need to navigate uncertainty in today's evolving healthcare environment. The industry must continue to deliver quality care in the face of these challenges:

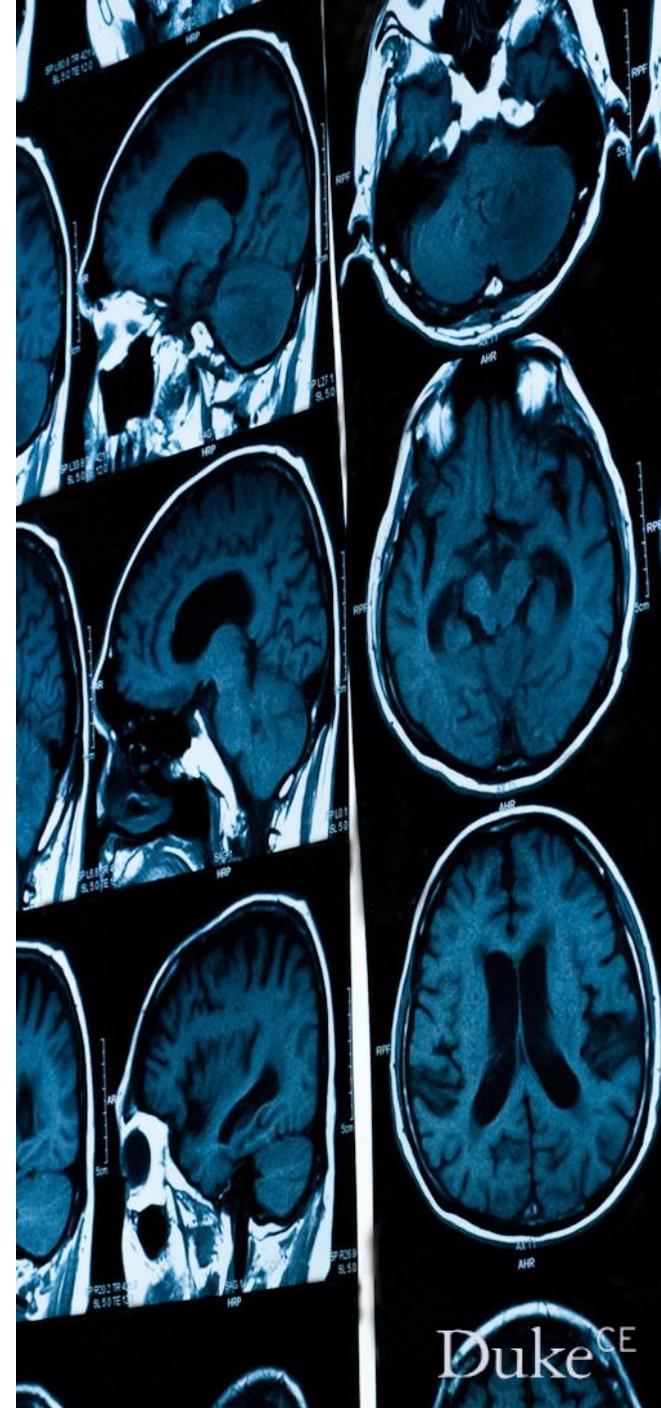
- Changes to the Affordable Care Act
- Technology disruptors
- Value-based reimbursement tied to patient outcomes

Shifting Mindsets and Skills

Your leaders must shift their mindsets and skills:

From	To
Traditional deficit-oriented training	Problem-solving and asset-oriented solution generation
Siloed, specialist-oriented department/function focus	Flat teams and agile collaboration; high interactivity and overlapping roles
Leaders who were recruited as “rock star” clinicians/researchers	Leaders who can lead transformation, serve as strong “player-coach/collaborators” and maintain quality care

Your leaders are smart and talented, but becoming a better leader takes more. Their clinical training might be second to none, but launching them into administrative authority positions means building and practicing additional skills. They need to take in and process new knowledge, align that knowledge with institutional goals and realities, and become collaborative decision-makers.



Leadership Solutions for All Levels

Master Classes for Experienced Enterprise Leaders

Enterprise leaders in any organization must engage the heads, hearts, and hands of their people to deliver results. In the current healthcare environment, leaders themselves are realizing that it is less about knowing all the answers and more about navigating ambiguity for themselves and their people. Duke CE's master classes are designed to help enterprise leaders build the mindsets, skillsets, and toolsets to lead through these challenges.

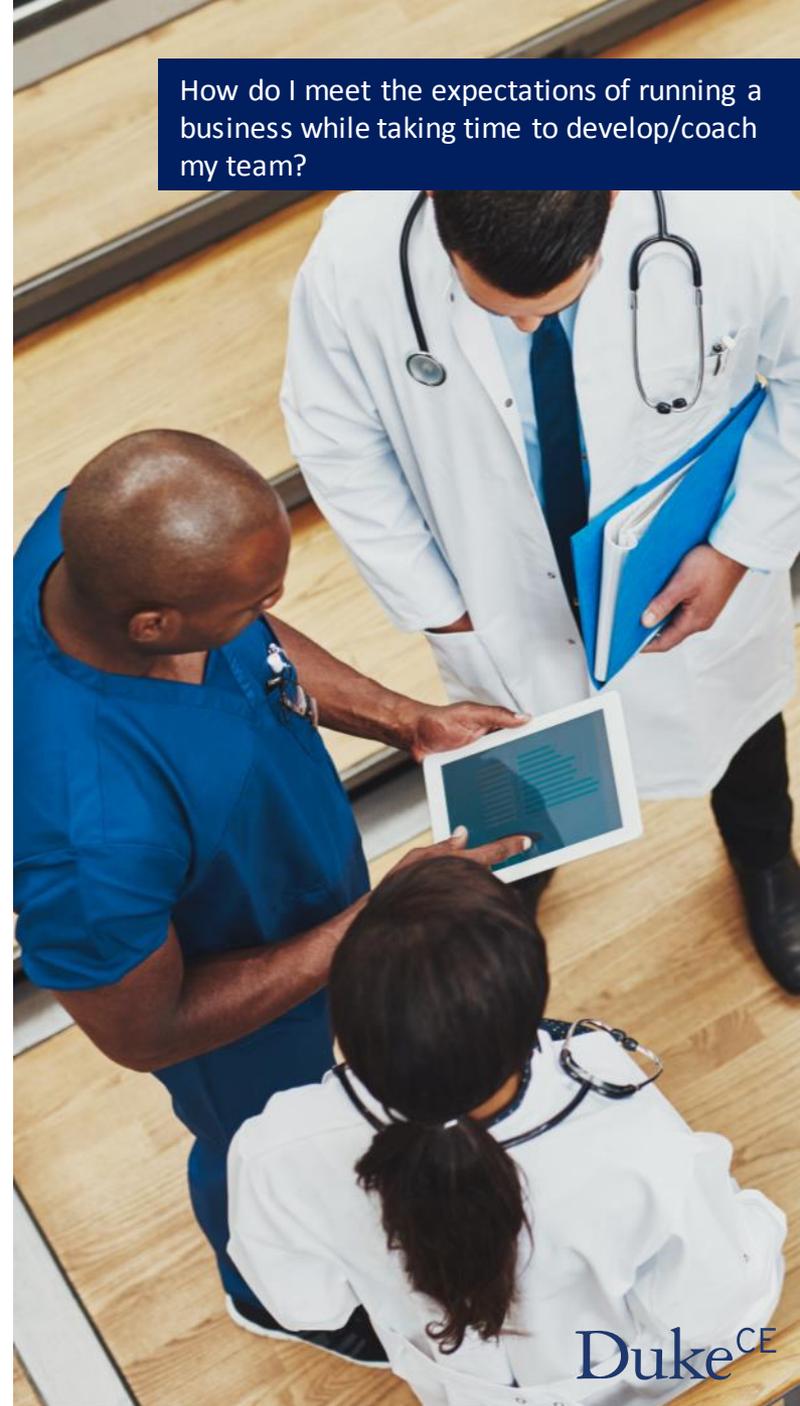
Applied Leadership Journey for Mid-Level or Senior Leaders

In any organization mid-level or senior leaders must understand the broader healthcare ecosystem and have the skillsets needed to lead their teams effectively. Duke CE's applied leadership journey shifts front-line leaders from managing to leading.

Foundations of Healthcare Leadership

A program created expressly for the unique needs of healthcare middle managers. These leadership workshops blend a mix of core structured content with tailored adaptations and eye-opening experiences that make the program relevant to your healthcare leaders.

How do I meet the expectations of running a business while taking time to develop/coach my team?





Flexible Design And Delivery Options

All of our healthcare solutions can be customized to meet the needs and scale of your organization.

- Workshops in half-day or full-day format
- Leadership Development in 3, 6, or 9-month custom journeys
- Foundation programs in flexible formats; Face-to-Face, Virtual and Blended.

How do I gain additional business skills while keeping up with my role as a clinical leader?

Tangible Outcomes

Alumni from Duke CE's healthcare leadership solutions are prepared to:

- Communicate effectively for alignment and change
- Conduct productive conversations
- Understand what it means to be a leader at your institution
- Understand how to sense and respond to a dynamic and changing healthcare environment
- Leverage skills for influence and collaborative decision-making within the organization
- Deliver measurable business results



Alumni experiences

Our solutions have worked for healthcare leaders from major healthcare systems and leading academic medical centers.

“The Duke CE session was excellent. It focused on my continuous growth and stretching beyond my comfort zone. We are going through a lot of changes in healthcare and need to be as prepared as possible to not only overcome the challenges, but when possible, to take advantage of them.”

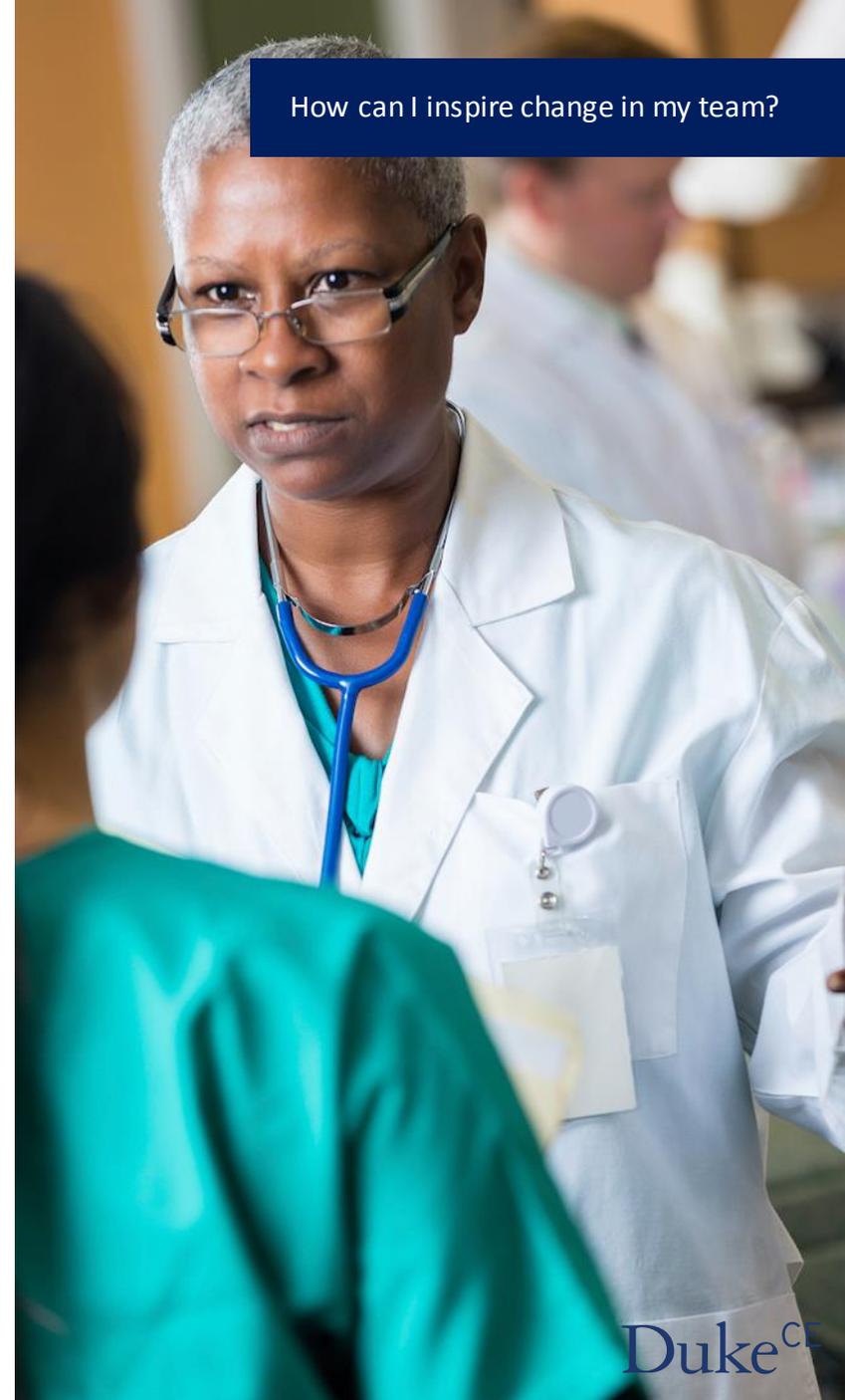
**Senior Physician Leader
Master Class Alumnus**

“This program helped me understand the vast set of skills and knowledge that drives strategic leadership... I learned the key qualities that are important to forge a path in healthcare leadership in current complex times.”

**Associate CNO
Applied Leadership Journey Alumnus**

“This session just brought it all together for me.... I can't wait to start using these tools with my nurse teams.”

**Administrative Director Heart Services
Applied Leadership Journey Alumnus**



How can I inspire change in my team?



Building Tomorrow's Healthcare Leaders

People don't become skilled surgeons or clinicians simply by reading textbooks – they grow through experience and practice. Leadership skills require a similar approach, and Duke CE helps build those capabilities.

Duke CE is the premier global provider of customized leadership solutions, blending an outcomes-driven business focus with academic rigor and science-based research. We are consistently rated as the best in the world.

The Financial Times ranked Duke CE among the top 3 global providers for the last 16 years.

BusinessWeek ranked Duke CE #1 in their biennial survey 6 times in a row.

We help get your leaders ready for what's next by equipping them with the skills they need to win the minds and inspire the hearts of the committed caregivers on your teams.

Visit dukece.com or contact Jane Boswick-Caffrey at jane.boswick-caffrey@dukece.com to learn more.

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LEADERSHIP FOR WHAT'S NEXT

