

# 3<sup>rd</sup> Women in Healthcare Leadership Summit

Learn from health leaders and develop essential leadership skills to embrace change



## FEATURED SPEAKERS

- |   |   |
|---|---|
|  <p><b>Dr Teresa Anderson AM</b><br/>Chief Executive<br/>Sydney Local Health District</p>   |    |
|  <p><b>Colleen Harris</b><br/>Group Chief People Officer<br/>Ramsay Health Care</p>   |    |
|  <p><b>Meegan Connors</b><br/>General Manager Central Sector<br/>Western NSW Local Health District</p>  |    |
|  <p><b>Louise Schaper</b><br/>Chief Executive Officer<br/>Health Informatics Society of Australia</p>  |   |
|  <p><b>Allison Evans</b><br/>Chief Operations Manager<br/>Epworth HealthCare</p>  |  |
|  <p><b>Sarah Dennis</b><br/>Associate Professor Allied Health<br/>University of Sydney</p>  |  |
|  <p><b>Una Turalic</b><br/>Senior Cross Cultural Development Officer<br/>Nepean Blue Mountains Local Health District</p>                          |  |
|  <p><b>Cheryl McCullagh</b><br/>Director of Clinical Integration<br/>The Sydney Children's Hospitals Network</p>                                  |  |
|  <p><b>Luke Ross</b><br/>Director<br/>Social Intelligence Group Pty Ltd</p>   |  |
|  <p><b>Erwin Loh</b><br/>Group Chief Medical Officer &amp; Group General<br/>Manager of Clinical Governance<br/>St Vincent's Health Australia</p> |  |

## ORGANISED BY



## Delivering Our Health Future

### Pre-Summit Workshop

30 April 2019

### Summit

1 & 2 May 2019

### Post-Summit Workshop

3 May 2019

**Intercontinental Hotel, Sydney**

Navigate change with confidence

Inspire innovative thinking

Lead patient-centred care through digital transformations

Communicate with purpose and conviction



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# 2019 Theme: 'Delivering Our Health Future'

Change is on the horizon, bringing exciting opportunities for the health sector. Hospitals are becoming digital, patients are more informed about their choices and healthcare is on the verge of a revolution. To ensure the future of health in Australia creates positive change, you'll need to hone your leadership skills and prepare your workforce. Resilience, agility and confidence are the key skills to manage this important transition. Leaders who think innovatively will have the grit to overcome challenges and reap the rewards of digital disruption. As the future beckons, make sure your next step is one in the right direction.

## Pre-Summit Workshop

30 April 2019

### Improving your communication skills to increase engagement and influence

9.00 - 4.30

#### Reading people - Tailoring your style to personality types

- Understanding different personality types
- Quickly identifying personality types and communication preferences
- Adapting your communication style for the best response

#### Reading communication - Active listening and effective questioning

- Listening with your whole body to establish rapport and demonstrate attention
- Employing strategic listening to understand the speaker's needs and motivations
- Asking reflective, deflective and leading questions to provide structure, direct the flow of conversation and reach closure

**Expert Facilitator: Arabella Macpherson** Founder and Communications Coach **Resonate Communications**

#### Beyond words - Nonverbal and paraverbal communication

- Using eye contact and posture to convey meaning
- Effective gesturing to illustrate a purpose
- Fine-tuning pitch, tone and speed of your speech to make an impact

#### Build your direct communication plan

- Incorporate qualities of effective influence
- Communicate clearly in meetings or when conveying negative and complex information to patients and other stakeholders
- Develop a step-by-step process to communicate confidently from your first interaction with a stranger

## Summit Day One

1 May 2019

### OPENING KEYNOTE CASE STUDY 9.00 - 9.40

#### Breaking through barriers that hold your career back

- Build confidence through your role as a leader
- Expand the methods used to influence others
- Overcome genuine impostor syndrome

**Dr Teresa Anderson AM**  
Chief Executive  
Sydney Local Health District



### EXPERT COMMENTARY 9.40 - 10.20

#### Develop an adaptive mindset for resilience

- Default mindset and how this reduces our resilience
- Conscious development to be more resilient at work, at home, as a leader, as a partner and as a parent
- Role modelling resilience to create resilience in others

**Luke Ross**  
Director  
Social Intelligence Group Pty Ltd



### BUILDING BLOCKS 1 10.20 - 10.40

#### How do I make my next move? What do I really want?

This is the first of three sessions that will help you define what success means to you, what it will take to get there and how you can achieve your goals.

**Catherine Nolan** Chair

### EXPERT COMMENTARY 11.00 - 11.40

#### A strengths-based approach to leadership

- Are your key competencies aligned with the role you want?
- Develop a plan to build the right kind of strengths
- Build a strengths-based work culture

**Elaine Krek**  
Coach, Facilitator, Conference Speaker  
Prism Performance

### CASE STUDY 11.40 - 12.20

#### Creating a positive workplace culture

- Expectations of leaders in healthcare
- Sharing the ownership of innovation
- Strategies to overcome resistance to change and generate buy-in

**Allison Evans RN, FACHSM**  
Chief Operations Manager  
Epworth HealthCare



### INTERACTIVE PANEL DISCUSSION 1.20 - 2.10

#### Managing career transitions

- Transition through roles with a solid reputation and legacy
- Improve your ability to work with others and delegate
- How to find and what to look for in a mentor/mentee relationship

**Sarah Dennis**  
Associate Professor Allied Health  
University of Sydney



**Allison Evans RN, FACHSM**  
Chief Operations Manager  
Epworth HealthCare



**Cheryl McCullagh**  
Director of Clinical Integration  
The Sydney Children's Hospitals Network



### CASE STUDY 2.10 - 2.50

#### Driving clinical innovation through research

- Increase the quality of patient care
- Leverage research to increase efficiency
- Impact analysis for cost/benefit outcomes

**Sarah Dennis**  
Associate Professor Allied Health  
University of Sydney



### BUILDING BLOCKS 2 2.50 - 3.10

#### Seeing around corners in the workplace, anticipating change

In this session, Catherine will explore how you can position yourself to take advantage of change and set yourself up for ongoing success as a leader.

**Catherine Nolan** Chair

### EXPERT COMMENTARY 3.30 - 4.20

#### Communicating with clarity and impact

- Improve your ability to influence conversations and opinions
- Cultivate engagement with patients and staff
- Tailor your communication to increase engagement

**Arabella Macpherson**  
Founder and Communications Coach  
Resonate Communications



### NETWORKING RECEPTION 4.30 - 5.30

## OPENING CASE STUDY

9.00 - 10.00

### Managing up and being a voice of influence

- Build influence with decision-makers
- Make your value clear without boasting
- Solve complex problems in real-time

**Erwin Loh**

Group Chief Medical Officer &  
Group General Manager of Clinical Governance  
St Vincent's Health Australia



## EXPERT COMMENTARY

12.15 - 1.15

### Build resilience through emotional intelligence

- Strategies to develop resilience in a high-pressure environment
- Using tough times as an opportunity for developing resilience
- Controlling reactions to challenging job demands

**Julie Alexander**

Chief Executive Officer  
Changing Change International CCI

## BUILDING BLOCKS 3

10.00 - 10.20

### Pushing back

This final building blocks session will delve into strategies for approaching senior stakeholders. This means strategies to negotiate and influence decisions, as well as defining what you're willing and unwilling to sacrifice to achieve your ambition.

**Catherine Nolan** Chair

## CASE STUDY

10.20 - 11.10

### Leading the transition to customer-centred care

- The role of storytelling in healthcare
- How you can use digital technology to connect with customers
- Build genuine engagement

TBA

## CASE STUDY

11.30 - 12.15

### Building and empowering a workforce and volunteer base

- The role of strategy and marketing in building the future
- Focus on values-based leadership
- Empower staff and volunteers

**Louise Schaper**

Chief Executive Officer  
Health Informatics Society of Australia



## INTERACTIVE PANEL DISCUSSION

2.15 - 3.15

### Managing work and wellbeing

- Maintain wellbeing without compromising ambition
- Manage conflicting expectations
- Work smarter, not harder

**Colleen Harris**

Group Chief People Officer  
Ramsay Health Care



**Una Turalic**

Senior Cross Cultural Development Officer  
Nepean Blue Mountains Local Health District



**Meegan Connors**

General Manager Central Sector  
Western NSW Local Health District



## INTERACTIVE CLOSING ROUNDTABLE

3.30 - 4.20

### Delivering our health future

- Discuss key takeaways
- Plan short and long-term goals
- How we'll shrink the gender gap

**Catherine Nolan**

Director & Principal Coach  
Gender Gap Gone

# Post-Summit Workshop

# 3 May 2019

## Harnessing your strengths to develop your unique leadership style

9.00 - 4.30

### Define your authentic leadership strengths

- Understand your key strengths
- Identify your personal and professional values for effective leadership
- Discover various leadership styles that best suit you
- Complete the Clifton Strengthsfinder assessment

### Leverage your strengths to drive change and innovation

- Recognise and breakthrough barriers to achieve change
- Develop strategies to implement innovative change
- Be a confident change maker in your organisation

**Expert Facilitator: Elaine Krek** Coach, Facilitator, Conference Speaker **Prism Performance**

### Remain resilient and productive throughout a crisis

- Build resilience to thrive through challenges
- Instil resilience in your team and engage others to deliver
- Devise strategic plans for advancing your career in healthcare

### Strategic career progression - building the right competencies

- Everyday career management practices
- Develop a personal leadership plan
- Maximise networks and source new professional opportunities

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## Who will attend?

This event will be an exceptional experience for aspiring leaders in healthcare/agecare from public, private and not-for-profit organisations. Roles will include:

- Nursing and Midwifery
- Change and Transformation leaders
- Researchers, Academics, Governance and Policy
- Hospital Managers, General Managers and Chiefs
- Medical and Clinical Leads, Managers, Head of and Directors
- Human Resources, Development and Workforce Planning

