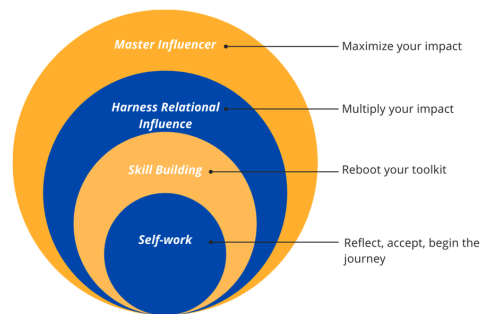


Thank you for your interest in our leadership training!

This document offers a glimpse into some of our most popular models and workshops, and is intended to spark ideas and open a conversation. We customize each training engagement to align with your specific goals, audience, and institutional culture. To explore how we can create a tailored experience for your healthcare organization, visit AllLevelsLeadership.com and connect with us through the Contact Us page.

The Master Influencer Model



Not all healthcare professionals aspire to an official, full-time leadership role. However, every healthcare professional wants to maximize his, her, or their influence. Influence is the skills and traits that allow us to affect the behavior, decisions and development of people and organizations. Influence is key to success in any role, at any level - especially leadership roles.

The Master Influencer Model (MIM) is a tailored, cohort-based, in-depth engagement. The training is a mix of virtual and in-person training. Participants gain the influencing skills and business knowledge required to affect positive change and personal, team, and organizational growth.

Workshops

Our team has led highly impactful workshops at national and international conferences. Our workshops use small-group discussions and role-playing exercises to explore, reinforce, and personalize the material.



Interprofessional Civil Discourse: We Need It Now More Than Ever

In a polarized environment where 93% of Americans acknowledge incivility as a significant problem, fostering civil discourse is more important than ever, particularly in healthcare. This workshop invites participants to explore and define civil discourse, distinguishing it from debate and decorum, and addresses barriers such as assumptions, biases, and overconfidence.

Participants will be introduced to the five pillars of civil discourse: psychological safety, active listening, seeking common ground, rethinking, and developing constructive conversational skills. Through small group discussions, case-based learning, and role-play exercises, participants will develop these skills and practice techniques that promote a respectful and collaborative environment.

By the end of the session, participants will have the tools and frameworks to enhance civil discourse in their institutions, benefiting team collaboration and healthcare delivery.

The Accommodation Paradox: How Kindness Sabotages Accountability

In this workshop, participants will explore the paradox of how kindness and conciliation in professional settings can erode a culture of accountability and hinder growth. When leaders and educators avoid difficult conversations in an effort to be "nice," it can result in a lack of accountability, ineffective communication, and the breakdown of trust within teams.

The session will cover how accountability, clear expectations, and constructive feedback foster growth and increase psychological safety within healthcare settings. Through case-based learning and group discussions, participants will practice addressing common pitfalls of accommodation and develop actionable strategies to create a culture of accountability.

Optimizing Growth: A Practical Guide to Managing Negative Feedback

Receiving and processing negative feedback is an essential but underdeveloped skill in clinical education. In this workshop, participants will explore the challenges associated with receiving negative feedback, such as negativity bias, interpersonal dynamics, and feedback quality.

Participants will be introduced to a practical framework for categorizing feedback into four types—essential, valid, necessary evil, and irrelevant—and strategies for addressing each. Through reflection, small group discussions, and role-play, participants will practice processing feedback constructively and using it to foster personal and professional growth.

Can Teaching Effective Followership Skills Decrease Physician Burnout?

This workshop focuses on teaching effective followership skills as a potential strategy to reduce burnout among physicians. Burnout is often attributed to systemic issues, and while leadership is a well-known factor in mitigating burnout, followership is rarely discussed.



Participants will learn how effective followership can improve job satisfaction, foster a sense of purpose, and support organizational success. Through a mix of didactic presentations, small group discussions, and role-playing activities, participants will practice followership behaviors that can improve collaboration and reduce burnout.

Creating Competent and Collaborative Colleagues: The Role of Peer Mentorship

Peer mentorship offers an alternative to traditional senior mentorship, fostering reciprocal relationships between colleagues at the same career stage. This workshop will explore the benefits of peer mentoring, including enhanced personal and professional development, increased scholarly activity, and improved networking opportunities.

Participants will examine effective peer mentoring models and participate in discussions on the facilitators and barriers to successful peer mentorship. By the end of the workshop, participants will have developed a tailored plan for implementing peer mentorship programs in their institutions.

Moral Courage

The focus on followers and the practice of followership has grown in recent years. Organizations are realizing that success and failure rests on the shoulders of team members. In turn, those practicing followership recognize the increasing influence they play in their organizations. Leaders and followers share the benefits when they work symbiotically, however, not all supervisors are competent leaders. Followers unwilling to challenge leaders may unwittingly contribute not only to the demise of their systems but of their own wellness.

Since most physicians spend the majority of their careers in a follower role, it is important to practice optimizing the skills of followership. This includes supporting effective leaders as well as recognizing destructive leadership that may encroach upon patient safety, resident education and wellness, and team morale. While we know this to be true, we will present data that highlights the reluctance to confront authority even when patient safety is on the line. We explore some of what drives this behavior, recognizing the very real threats that come with speaking up.

I'm Still Listening: Eliciting, Receiving, and Accepting Feedback

In medicine, most learning occurs on the job, with feedback serving as a primary tool for growth. However, once healthcare professionals transition from trainees to staff they often find themselves in a "feedback vacuum." This workshop addresses the critical need for continued feedback even after completing formal training, emphasizing that professional growth does not end with graduation. Receiving and acting on feedback remains vital for personal development and for setting an example to learners.



Staff members often find themselves in positions where receiving feedback is more challenging, particularly from peers or those they supervise. The session will begin with a reflection on personal attributes—such as learning styles, personality traits, and communication habits—that influence how feedback is given and received. Understanding these internal factors is the first step to becoming more receptive to feedback.

The workshop will also address the communication barriers that staff face when seeking and receiving feedback. Participants will learn techniques for eliciting feedback from colleagues, subordinates, and other sources, even when it is not directly offered. Furthermore, the session will highlight the different forms that feedback can take, including feedback that is not explicitly labeled as such but still provides valuable insights for growth.

Finally, the workshop will focus on processing and incorporating feedback into professional practice. Participants will explore strategies for managing both positive and negative feedback, ensuring that constructive criticism becomes a tool for continuous improvement rather than a source of frustration or stagnation.

Congratulations, You're In Charge...Now What???

Many healthcare professionals rise to their first leadership role with plenty of clinical experience but little or no leadership training. A new leader's learning curve can be incredibly steep as they are thrust into new requirements such as developing and communicating a vision for the team, setting goals, and developing plans to achieve those goals.

This workshop begins with an overview of the responsibilities of a new healthcare leader. The session will review some obvious requirements as well as shed light on the common but unrealized requirements that are waiting for the worst possible time to come forward.

Participants will receive practical, step-by-step guidance on how to tackle the most immediate requirements, then learn how to plan to incrementally work towards the new goals. The workshop includes time for personal reflections and small group discussions.

Participants will develop actionable plans to address mission development, stakeholder identification, task prioritization, SMART goal setting, communications planning and management, action plan development and more.

Participants leave with a personal plan and can receive a 90-day followup call to assess progress and maintain motivation.

