Program Outline and Schedule for Clinical Leader Professional Certificate

Module 1: Leading Interprofessional Collaboration - Lead the way in creating better work environments and efficient teamwork in a complex environment.

Instructor: Chris Irwin
Schedule: Jan 18 -21, 2021
- Live webinar will run from 9 AM – 12 Noon
- Four 3-hour sessions over four consecutive days per month for each module.

Topics Covered:
- Create better work environments through collaboration, healthy
- dialogue and debate, relationship building
- Stakeholder relations: conflict, coaching and improvement
- Understanding and shaping systems
- The role of policy and measurement on performance
- Understanding the challenges of operating under ambiguity and uncertainty. (e.g. VUCA environment)
- Leading, innovating and learning in a complex environment
- Applying logic models to daily operations

Module 2: Quality Improvement and Measurement - Apply quality improvement strategies to improve workplace performance

Instructor: Jacquie Stephens
Schedule: Feb 15 -18, 2021
- Live webinar will run from 9 AM – 12 Noon

- Four 3-hour sessions over four consecutive days per month for each module.

Topics Covered:
- Overview of Quality Improvement
- System diagnostic tools (establishing the problem)
- Building a QI team (include leadership, change management)
- Model for Improvement
- Maximizing your QI efforts

Module 3: Conflict Management and Gentle Persuasion - Learn how to deal with conflict and influence and persuade as a leader

Instructors: Ric Phillips and SimXLab

Schedule: March 8-11, 2021
- Live webinar will run from 9 AM – 12 Noon
- Four 3-hour sessions over four consecutive days per month for each module.

Topics Covered:
- Increase influence and persuasion
- Understand how people think, respond, and make decisions
- Crisis/conflict resolution and response strategies
- Live case-based scenario roleplay with actors

Module 4: Evaluative Experiential Learning Module - Action Learning Project

Instructor: Chris Irwin
Format: Schedule will be confirmed during live session

- Orientation session (2-hour webinar)
- One-on-one online/ telephone mentorship (~30-60 mins each)
- Presentations (~30-60 mins each) – April 21st
- Evaluation and debrief (~30 mins each) – Online or In-person