

Melissa Wurm, MHA, LSW
Director, Performance Excellence

- National Coaching Certification
- 20 years of health and human services leadership experience
- Subject matter expert on teaching leaders and employees how to manage difficult employees and conversations
- Expert at guiding acute care performance improvement teams across the nation
- Expert at guiding successful continuum of care performance improvement teams across the nation



2016 Healthcare Improvement Forum

260



**Coaching 102:
Advanced Techniques for Leaders**



Melissa Wurm, MHA, LSW



Objective

- Identify and apply at least one advanced coaching technique.



2016 Healthcare Improvement Forum

262





2016 Healthcare Improvement Forum

263



2015 Findings: Problems Facing Leaders

- Lack of Leadership
- Lack of Focus
- Too Many Priorities
- Not Aligned
- Sustainability
- Loose Accountability
- Lack of Recognition
- Slow Problem Solving
- Staffing Challenges
- Addressing Bad Behavior

2016 Healthcare Improvement Forum

264



HealthStream Engagement Institute Leadership Competencies

1. Customer Service	7. Managing Talent
2. Goal Execution	8. Engaging & Retaining Employees
3. Role Modeling	9. Performance Management
4. Innovation for Change Management	10. Communication
5. Goal Setting & Achievement	11. Team Orientation
6. Department Management	12. Partnership

2016 Healthcare Improvement Forum

265



2016 Priorities: Leadership Competency




Managing People

Problem Solving & Inclusion

Service Focus

2016 Healthcare Improvement Forum 266






2016 Healthcare Improvement Forum

Creating 100 Evidence-Based Practices for Leaders


ACTION PLAN

Managing People	
My Area of Focus	
My Mission	
How I will ensure the practice/idea	
Problem Solving and Inclusion	
My Area of Focus	
My Mission	
How I will ensure the practice/idea	
Service Focus	
My Area of Focus	
My Mission	
How I will ensure the practice/idea	

2016 Healthcare Improvement Forum Workbook Page 16
267




Managing People




- Develops, inspires, evaluates
- Aligns** performance and org goals
- Sets **expectations**
- Fosters clear **accountabilities**
- Recognizes** achievements
- Manages conflict
- Delegates

Action Planning



2016 Healthcare Improvement Forum 268



Problem Solving and Inclusion



- Promotes **collaboration** and cooperation
- Respects and bolsters **differences**
- Demonstrates **empathy**
- Identifies and addresses problems
- Conducts analyses
- **Connects the dots**



2016 Healthcare Improvement Forum

269



Service Focus



- Values the importance of **exceptional** service delivery
- **Balances** priorities and sets focus
- Role models



2016 Healthcare Improvement Forum

270





2016 Healthcare Improvement Forum

271



Key Takeaways

- Summary
- Questions
- Next Steps



2016 Healthcare Improvement Forum 272 

Thank You

Melissa Wurm, MHA, LSW
melissa.wurm@healthstream.com