



Leadership Academy Overview

**DAY 3: Leading Our Service Excellence
Commitment continued**

Module 4: Customer Relations & Engagement

*Serving each other and clients with excellence
Responding constructively to and managing
conflict
Cultural humility setting the tone for respect,
inclusion, and equity*

Lunch

Module 5: Change Management and Team Work

*Cultural humility continued
Fostering cooperation and optimal team
performance
Understanding, anticipating, navigating,
and leading change
Wrap up*

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**DAY 4: Sustaining Our Service Excellence
Commitment**

**Module 6: Community, Politics, Money
& Legal Matters**

*People, influence, negotiations, and politics
Working effectively across functions, sites,
and departments
Understanding pertinent legal and
budget matters*

Lunch

Module 7: Reflection, Perspective, Planning and Action

*Learning Community Peer feedback
Individualized Leadership Development
Commitments and Action Planning
Wrap up*

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DAY 5: Graduation Day

**Module 8: Difference Making and Return
on Investment**

Graduation Preparation

Participants capstone commitments

Graduation Ceremony

Participants presentations

Keynote address

Presentation of certificates

Lunch

Module 9:

Dialogue circle

Accountability pairing

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Academy is offered to NHA employees at no cost. Nominees must be approved by department Vice President/General Manager. Selected candidates will be notified via email.

