



# Vital Skills for Effective Leadership

Virtual series | Dec. 10 - March 11

Dive deep into the vital skills of effective leadership — how to influence others, inspire performance, deliver results and build trust. Participants in this four-part series will learn why it's essential to establish boundaries, uncover how to manage conflict in an empowering and productive way that leads to better outcomes and improved team dynamics, explore the many aspects of leading through change and learn why resilience is critical to a growth mindset. Led by a leadership expert with over 20 years of experience working with Fortune 100 and 500 companies and nonprofit associations, these sessions will address critical skills needed to be an effective leader in today's new world of work.

**SESSION 1**  
**Dec. 10**

## Fundamentals of leadership

Explore the fundamentals of effective leadership that are worth mastering — how to influence others, inspire performance, deliver results and build trust.

**SESSION 2**  
**Jan. 14**

## Establishing boundaries and time management best practices

Learn about boundaries and why they are critical to leadership and self-care. Examine time management strategies and priority setting for peak performance in today's new world of work.

**SESSION 3**  
**Feb. 11**

## Crucial conversations and conflict resolution

Delve into common sources of conflict in healthcare organizations and examine strategies to effectively handle conflict through skilled communication, emotional intelligence, empathetic listening, productive questioning and expectation setting.

**SESSION 4**  
**March 11**

## Leading through change

Learn about the VUCA model (volatility, uncertainty, complexity and ambiguity countered by vision, understanding, clarity and agility) and examine how self-awareness, growth mindset and resilience are at the core of being a transformational leader.

All sessions will be held 1:30 - 3 p.m. | Register for each session separately. See more.





## Program Faculty

### Joanne Trotta

Managing Partner and Founder  
LeadersEdge Inc.

Joanne Trotta offers leadership development, specialized training, coaching and consulting services to medium to large companies worldwide. Capitalizing on her more than 20 years of corporate experience in telecommunications and energy services, she helps people and companies achieve success, whether it's selling more products and services, cultivating the right culture and leadership competencies or driving improvements in employee engagement, customer satisfaction and bottom-line results.

Trotta is known for her ability to connect with people and deal with problems and opportunities head-on which leads to sustainable change for her clients. She is a trusted advisor, expert and leadership coach who uses her extensive hands-on experience and expertise to help her clients strengthen the caliber of their human capital, resolve business issues and capitalize on opportunities.

As a coach, speaker, facilitator and consultant, Trotta has been privileged to work with amazing businesses and global Fortune 100 and 500 companies — including Direct Energy, NRG Energy, ADP, Scotiabank, Tangerine, MCAP, ESC, Xplornet, Aecon, MISO, Corus Entertainment, Convergent, Delta Connects, Royal Neighbors of America and Numeris — and not-for-profit associations such as I Challenge Diabetes and GS1 Canada.

**Attend one, two, three or all four sessions. You choose.**

**Fees:** Members: \$85 per session | Non-members: \$135 per session

**To register:** [hanys.org/vital\\_skills](https://hanys.org/vital_skills)

This educational activity is jointly provided by **AXIS Medical Education** and the **Healthcare Association of New York State**. **AXIS Medical Education** designates this continuing nursing education activity for **1.5 contact hours each session**.

### FOR MORE INFORMATION:

**About this program**, contact Erin Gretzinger, director, Quality Advocacy, Research and Innovation, HANYS, at [egretzin@hanys.org](mailto:egretzin@hanys.org) or 518.431.7744.

**About registration**, please email [learning@hanys.org](mailto:learning@hanys.org).