



# Healthcare Workforce Development Series

Empower your people—and transform tomorrow  
with Education & Workforce Solutions

[siemens-healthineers.us/staffdevelopment](https://siemens-healthineers.us/staffdevelopment)



# Your most precious resource is your people.

Education & Workforce Solutions delivers the industry's most comprehensive, personalized, and future-ready portfolio for education, performance, and staffing.

No matter where you are, or where you're going, we're here for you—at the nexus of your people and technology—to help you optimize and maximize your potential, while expanding and evolving your workforce.

## Your potential is calling.

**To succeed in today's healthcare market, your leaders, managers, and front-line staff needs real-life solutions applicable to the rapid and specific challenges of healthcare delivery.**

<b>Workshops for frontline staff</b>	Up to 25 attendees can participate in a workshop for frontline staff. Each module is 4 hours, and a minimum of 2 modules are required. Each 4-hour module is approved for up to 4 Category A credits for ARRT or AHRA CRA credits.	<ul style="list-style-type: none"><li>• Dealing with Conflict</li><li>• Workplace Communication</li><li>• Emotional Intelligence</li><li>• Bridging the Generational Gap in the Workplace</li></ul>
<b>Workshops for managers</b>	Up to 15 attendees can participate in a workshop for managers. Both current and aspiring leaders in your organization can benefit from the workshops offered specifically for managers. Each module is 4 hours, and a minimum of 2 modules are required. Each 4-hour module is approved for up to 4 Category A credits for ARRT or AHRA CRA credits.	<ul style="list-style-type: none"><li>• From Complaints to Solutions</li><li>• Dealing with Conflict</li><li>• Effective Influencing</li><li>• Understanding Change</li><li>• Behavioral Interviewing</li><li>• Coaching</li><li>• Workplace Communication</li><li>• Performance Management 1 and 2</li><li>• Managing Multi-Generations</li><li>• Emotional Intelligence</li></ul>
<b>Workshops for executives</b>	Up to 8 attendees can participate in the one-day workshop for executives. The 8-hour module is approved for up to 8 Category A credits for ARRT or AHRA CRA credits.	<ul style="list-style-type: none"><li>• Work of Leaders</li></ul>

**The Healthcare Workforce Development Series** is a customized approach to staff development that uses innovative, interactive formats to help your staff implement new techniques to effectively thrive and drive the highest quality of patient care.

Workshops are held at your location and begin with a series of pre-assessments so we can truly personalize the content to your staff's—and your organization's—exact needs.

## Workshops for Frontline Staff



### Dealing with Conflict

Dealing with Conflict focuses on how frontline staff can recognize and address conflict in an efficient manner prior to it becoming a destructive force on the organization. Participants will be able to demonstrate how to positively resolve conflicts that occur in the workplace.



### Workplace Communication

This workshop is based on the DiSC® learning model, which clarifies behavioral tendencies and how they impact people's communication styles and work preferences. Participants will identify their style preferences and engage in individual, small, and large group exercises to learn how to communicate better and work more effectively with others.



### Emotional Intelligence

This workshop explores how to embrace, develop, and apply emotional intelligence to achieve higher levels of success in interactions with colleagues, supervisors, and patients. Participants will master emotions that negatively influence their decisions and actions, practice high-EQ responses to scenarios that challenge them the most, and tune into emotions that occur before and during conflict so they can be addressed and resolved.



### Bridging the Generational Gap in the Workplace

This workshop will provide an understanding of generational diversity and encourage employees to come together in the face of tough business challenges. Participants will gain valuable insights into why each generation thinks the way it does, understand the behavior patterns of each generation, and learn what the current conflicts are and ways to resolve them.

## Workshops for Managers



### From Complaints to Solutions

This workshop will explain how to use the power of a team to generate and communicate solutions specific to today's critical issues, such as staffing, the patient experience, inventory management, and process improvement. Participants will apply the concept of a stakeholder map and develop value propositions for the purpose of gaining support for their ideas.



### Dealing with Conflict

Dealing with Conflict focuses on how managers can recognize and address conflict in an efficient manner prior to it becoming a destructive force on the organization. Participants will be able to demonstrate how to positively resolve conflicts that occur in the workplace. This workshop teaches a conflict management model with the ability to apply specific examples of conflict in the model.



### Effective Influencing

This workshop introduces the six basic laws behind winning friends and influencing people. Emphasis is placed on how to avoid being manipulative and instead seek a 'win-win' outcome. In an interactive format, participants will practice each of the styles to determine their preferred style and role play effective influencing in a group setting.



### Understanding Change

This workshop helps managers understand change and their role within the change management process. It explores change from individual, personal, and organizational perspectives, while examining strategies for coping and leading. Participants will follow the Bridges Transition Model, how it applies to changes in a person's life, and how personal acceptance of change impacts organizational change.



### Behavioral Interviewing

Learn how to interview potential candidates and successfully hire them using proven methods to get the right person for the job. Participants will gain insight on how to predict a candidate's future performance and begin building an interview strategy to fill current positions.

## Workshops for Managers (continued)



### Workplace Communication

This workshop is based on the DiSC® learning model, which will help managers clarify behavioral tendencies and how they impact people's communication styles and work preferences. Participants will identify their style preferences and engage in individual, small, and large group exercises to learn how to communicate better and work more effectively with others.



### Managing Performance Part 1: The Basics

Part 1 of the Managing Performance workshop shares strategies to help managers learn how to positively impact the behaviors of their team in support of the organization's overall performance goals. Through small group role-plays, participants will practice dealing with difficult, yet common, management situations and review the steps in discussing performance issues with a direct report.



### Managing Performance: Part 2

Part 2 of the Managing Performance workshop builds on the strategies presented in Part 1 by introducing complex scenarios such as legal and ethical concerns. It is strongly recommended to schedule a gap between part 1 and 2 of the Managing Performance workshop.



### Coaching

In addition to performance management, good leaders must learn how to coach employees in order to help them develop to their full potential and achieve their goals. By helping employees achieve their aspirations, leaders can focus on succession planning, balance skill sets of the team, and coach employees to solve their own problems.



### Managing Multi-Generations

This workshop will provide an understanding of generational diversity and encourage employees to come together in the face of tough business challenges. Participants will understand how to have crucial conversations to better lead all generations and explore relevant situations to leverage and appreciate all generations.



### Emotional Intelligence

This workshop explores how leaders need to embrace, develop, and apply their emotional intelligence to achieve higher levels of success within their areas of influence. Participants will tune into emotions that occur before and during conflict, so they can be addressed and resolved, explore how to embrace and develop emotional intelligence, and discover how to apply their emotional intelligence to be a more effective leader.

## Workshops for Executives



### Work of Leaders

Executives will discover their DiSC leadership style and learn how to approach the work of leaders through vision, alignment, and execution. The Work of Leaders connects real-world demands to generating powerful conversations that provide a clear path for action. The mission and vision of your organization coupled with your personal leadership style will be used to help you develop an action plan for successfully gaining alignment and realizing the vision throughout your organization.

*"The seminar was excellent. It was both interactive and reflective and I felt they provided tools we could implement immediately. Thanks so much for the opportunity because it was one of the most rewarding instructional events I have attended."*

Parul Galloway  
Chapel Hill Office Manager



**For more information, or to schedule a workshop,  
please visit [siemens-healthineers.us/staffdevelopment](https://www.siemens-healthineers.us/staffdevelopment)  
or call 1-888-221-8010**

At Siemens Healthineers, our purpose is to enable healthcare providers to increase value by empowering them on their journey toward expanding precision medicine, transforming care delivery, and improving patient experience, all enabled by digitalizing healthcare.

An estimated 5 million patients globally benefit every day from our innovative technologies and services in the areas of diagnostic and therapeutic imaging, laboratory diagnostics, and molecular medicine, as well as digital health and enterprise services.

We are a leading medical technology company with over 170 years of experience and 18,000 patents globally. With more than 48,000 dedicated colleagues in 75 countries, we will continue to innovate and shape the future of healthcare.

The outcomes and statements provided by customers of Siemens Healthineers are unique to each customer's setting. Since there is no "typical" hospital and many variables exist (e.g., hospital size, case mix, and level of service/technology adoption), there can be no guarantee that others will achieve the same results.

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