

## **Critical Leadership Conversations Part 2**

### **Accountability conversations and Managing Physician Concerns**

In our leadership roles, we all have difficult, critical conversations that need to take place where we will have to hold our colleagues accountable and manage concerns that come to our attention. Often the stakes are very high, emotions often play a role, and we anticipate that resolving an issue through dialogue may be challenging.

You are invited to participate in the second part of our Critical Leadership Conversations series that will be delivered in a virtual format to optimize learning, practice, and self-reflection. This Part 2 of the series builds upon the skills gained during our Critical Leadership Conversations Part 1. Although taking the first course is not a pre-requisite for this course, if you missed it, you would be encouraged to read the book *Crucial Conversations* prior to taking this course.

The format of this course will be a series of 5 one-hour virtual lectures and large group discussion sessions delivered over 8 weeks from Sept 7-Nov 2, 2023. We will learn the skills necessary for holding accountability conversations in the context of being a medical leader in AHS. In-between sessions, you will meet with two colleagues in a triad (either a self-selected group or an assigned triad) to share experiences confidentially, discuss what you have learned, debrief, and offer advice and support to one another. You are encouraged to find two other colleagues who will join you in this course to form a triad. If you are not able to find colleagues or prefer to be assigned to group with other participants, just let us know your preference when you register. You are strongly encouraged to participate in a triad as this is an opportunity for some of the richest learning in this area. We recognize that some may not be able to commit to a triad and if this a challenge for you, we will do our best to accommodate you on an individual basis.

As we build on the skills over the 8 weeks, you will have opportunity to address important issues in your current leadership with the support of the facilitators and your triad colleagues. In addition, you will have a chance to meet with one of the facilitators at the end of the series to debrief and receive 1:1 coaching for how to optimize your further learning in this area.

#### **Participant expectations:**

- Attend at least 3 out of 5 large group sessions and 100% of triad meetings
- Meet with triad for reflection and feedback between large group sessions
- Maintain strict confidentiality of all participants
- Complete a pre-evaluation skills self-assessment prior to starting course
- Complete a post-course skills self-assessment
- Complete a 1:1 or triad coaching debrief with one of the course facilitators
- Complete an overall course evaluation at the completion of the course

### Participant benefits:

- Gain skills and confidence in having difficult/critical leadership conversations
- Gain a better understanding of the AHS accountability framework for managing physician concerns and gain confidence in how one may approach these conversations.
- Gain a better understanding of the AHS Bilateral Concerns process, AHS bylaws, and the difference between formal and less formal approaches to dealing with physician concerns.
- Understand the impact that the physician concerns process has on affected practitioners (those who are the subject of the concern) and better understand how a leader can support a physician through this process.
- Address issues that you are currently dealing with in your leadership role
- Learn from colleagues and build relationships within your triad
- Eligible for Section 3 CME credits

### Course Facilitators:



Dr. Curtis Johnston is a Deputy Zone Medical Director for the Edmonton Zone. His role is to accelerate effective physician leadership onboarding and orientation, development and training of physician leaders, and mentorship/coaching of new physician leaders. He has held multiple leadership roles in the past including Facility Medical Director of the Royal Alexandra Hospital and Associate Zone Medical Director in the Edmonton Zone.

In addition to his administrative role, he continues to practice Intensive Care Medicine in the Royal Alexandra Hospital ICU. He is also a Clinical Professor in Nephrology and Critical Care with the University of Alberta.



Heather McMorrow is a Senior Advisor supporting the Physician Leadership portfolio. Heather has 20 years of experience in Human Resources Management and is a certified Green Belt in Lean processes/principles and a certified Scrum Master. Heather has extensive experience in Organizational Effectiveness, Change Management, Leadership Development and Culture. In addition to Human Resources leadership Heather spent 5 years in the role of Vice President of Operations in the manufacturing industry focused on developing long-term strategy and effective systems of work. Heather has an unwavering commitment

to creating respectful an inclusive workplace through policy implementation and coaching/mentoring other leaders.

Please use the links below to register (registration for each date allows the facilitators to understand the availability of participants and expected attendance at each session)

| Dates                                      | Time          | Registration links                         |
|--|---------------|--|
| Thursday Sept 7 2023                       | 4:30-5:30     | <a href="#">Register Here Sept 7 2023</a>  |
| Triad meeting #1<br>Between Sept 8-20      | Self-schedule |  |
| Thursday Sept 21 2023                      | 4:30-5:30     | <a href="#">Register Here Sept 21 2023</a> |
| Triad meeting #2<br>Between Sept 22- Oct 4 | Self-schedule |  |
| Thursday Oct 5 2023                        | 4:30-5:30     | <a href="#">Register Here Oct 5 2023</a>   |
| Triad meeting #3<br>Between Oct 6-Oct 18   | Self-Schedule |  |
| Thursday Oct 19 2023                       | 4:30-5:30     | <a href="#">Register Here Oct 19 2023</a>  |
| Debrief meeting<br>Between Oct 20-Nov 1    | Contact Lori  |  |
| Thursday Nov 2 2023                        | 4:30-5:30     | <a href="#">Register Here Nov 2 2023</a>   |

**Are you part of a triad?**

If so, please identify your triad below or forward the member names to Lori Paul [lori-ann.paul@albertahealthservices.ca](mailto:lori-ann.paul@albertahealthservices.ca)

Member #1 \_\_\_\_\_  
Member #2 \_\_\_\_\_  
Member #3 \_\_\_\_\_

**If you wish to be assigned to a triad, please contact Lori [lori-ann.paul@albertahealthservices.ca](mailto:lori-ann.paul@albertahealthservices.ca)**

**If you are not able to commit to a triad, please let us know here:**

Course Schedule:

5 sessions with four triad sessions between each session. The fourth triad session will be with a facilitator or one can opt for a 1:1 debrief.