

# 2008 Organizational Development Programs

Sponsored by the Division of Education & Organizational Development  
at Montefiore Medical Center

PROGRAMS	2008 Dates/Fees	Who Should Attend	Course Description
<b>Jump Start</b> Pre-registration required NOTE: This program replaces EDGE and LO (Leadership Orientation)	<b>Fee:</b> \$165 material fee  Jan 10, 15, 17 Feb 7, 12, 14 March 6, 11, 13 April 10, 15, 17 May 8, 13, 15 June 5, 10, 12 July 10, 15, 17 Aug 7, 12, 14 Sept 11, 16, 18 Oct 9, 14, 16 Nov 6, 11, 13 Dec 4, 9, 11  Participants must attend all three full-day sessions: Thursday, Tuesday and Thursday of the following week.	Designed for new leaders throughout MMC.	Jump Start, is a three-day strategic leadership development experience (supplemented by an eLearning component) designed to: <ul style="list-style-type: none"> <li>• Complete an in-depth orientation to the diverse services, facilities and leadership of MMC</li> <li>• Build a broader understanding of MMC's Mission, Vision, Values</li> <li>• Further each leader's understanding of the concepts of The Montefiore Experience as they relate to patient, associate and physician satisfaction</li> <li>• Gain a greater understanding of the healthcare marketplace including current trends and regulatory environment.</li> </ul> For the schedule and to register, please contact: Pat Gaskin at 920-5604 or pgaskin@montefiore.org Manuela Bonnesen at 920-7355 or mbonnese@montefiore.org
<b>Press Ganey - eCompass Training</b> Pre-registration required	<b>Fee:</b> No Charge Dates to be announced via GroupWise	Audience: nursing managers, site administrators, vice presidents, clinical directors, and anyone responsible for patient satisfaction.	Learn how to mine your patient satisfaction data from Press Ganey.  Contact: Manuela Bonnesen at 920-7355 or mbonnese@montefiore.org
<b>Healthcare Leadership Academy (HLA)</b> Pre-registration required	<b>Fees:</b> No Charge Dates to be announced via GroupWise.  <b>Time/Location:</b> 8am-12pm; Radisson Hotel, New Rochelle, NY	Open to all registered HLA Participants.	Recognizing that the real goal of leadership education is the improved ability to drive department performance, the aim of the Academy is to facilitate the application of skills learned in the classroom to every day departmental challenges.  <ul style="list-style-type: none"> <li>• Instilling Accountability at the Front Line</li> <li>• Managing Organizational Conflict</li> <li>• Negotiation Workshop</li> <li>• Data-Driven Department Leadership</li> <li>• Optimizing Core Processes: Essential Tools for Work Process Redesign</li> </ul> To become an active participant in the Academy, contact: Michele Adams at madams@montefiore.org or 718-920-2974 Manuela Bonnesen at mbonnese@montefiore.org or 718-920-7355 For more information, please also visit: <a href="http://www.advisory.com">http://www.advisory.com</a>
<b>eLearning Course Development Consulting</b>	<b>Fee:</b> No Charge  Call for further information  <b>Contact:</b> Paul Donevan at 920-5423 or pdonevan@montefiore.org	All associates at all levels.	<ul style="list-style-type: none"> <li>• Partnering with client groups to produce quality eLearning modules</li> <li>• Based on subject matter expertise of client group</li> <li>• Long-term blended learning strategy</li> </ul> Contacts: Password reset: montelearn@montefiore.org All others: Paul Donevan at 920-5423 or pdonevan@montefiore.org
<b>Shackleton Leadership Series</b>	<b>Fee:</b> \$175.00  Dates to be announced via GroupWise.  2 hour weekly sessions over a 5 week period.	Designed for every Montefiore leader or leadership team looking to build their leadership skills.	<ul style="list-style-type: none"> <li>• A fascinating series that uses the experiences of Sir Ernest Shackleton, a turn-of-the-century Antarctic explorer, as a springboard for self-analysis and rich discussion</li> <li>• Topics include: Personnel Leadership Skills Analysis, Creating Vision, Setting an Example, Team-building, Developing Stamina, Dealing with Conflict, Being Creative, and more.</li> </ul> Contact: Raymond Vargas at 920-5183 or rvargas@montefiore.org
<b>Team Development Consulting Services</b>	<b>Dates:</b> TBD Scheduling based on internal client's needs.	All associates at all levels.	Facilitate retreats, lunch-and-learn sessions, etc using interactive training methodologies <ul style="list-style-type: none"> <li>• Topics: Leadership, Balanced-Scorecard, Visioning and Goal-setting, Team-building, Communication Skills, Conflict Management, Decision-making, and more.</li> <li>• Team needs analysis</li> <li>• Consultative Shackleton</li> </ul> Contact: Paul Donevan at 920-5423 or pdonevan@montefiore.org
<b>Soft Skills Courses</b>	<b>Fee:</b> \$165.00 <b>Time:</b> 9:00am — 4:00pm PRE-REGISTRATION REQUIRED — LIMITED SEATING <b>Managing Multiple Projects, Objectives and Deadlines</b> February 20, 2008 <b>Poised and Powerful Speaking</b> March 12, 2008 <b>Front Desk Superstar</b> March 26, 2008 <b>Effective Teamwork Strategies</b> April 2, 2008 <b>Meetings That Work</b> June 25, 2008 <b>Communicating with Diplomacy &amp; Professionalism</b> July 16, 2008 <b>Assertive Communication Skills</b> October 1, 2008 <b>Leadership Development &amp; Team building</b> November 19, 2008 <b>Managing Emotions &amp; Thriving Under Pressure</b> December 10, 2008	All associates at all levels.  Additional sessions will be scheduled based on demand.	Learn new skills for fast-tracking your career at Montefiore Medical Center and contribute to your organizational success.  Contacts: Michele Adams at madams@montefiore.org or 718-920-2974 Manuela Bonnesen at mbonnese@montefiore.org or 920-7355
<b>Business Information Systems (BIS) FINANCIAL TRAINING</b>	<b>Fee:</b> No Charge. Pre-registration required.  Location: One Fordham Plaza, 2nd Fl, Rm 238  Duration: • Day Training Course	The Financial Status Report (FSR) is a monthly report that each department manager/administrator is required to complete on-line using the SAP system. The report displays YTD information on income, expenses, volume and FTE's. Managers are asked to explain YTD variances and to provide year-end projections and explanations. Leadership is using this report to better understand the reasons for variances and to monitor and control our financial activities.	<ul style="list-style-type: none"> <li>• Accessing the system</li> <li>• Supporting Detail Schedule</li> <li>• Reports for cost centers and orders</li> <li>• Downloading reports to Excel</li> <li>• FSR Process</li> <li>• Navigating thru the custom menu path</li> </ul> Audience: Managers; Associates responsible for budgetary reporting; Department Heads/Administrators; Vice Presidents  For the schedule and to register, please contact: Cynthia Hoffman at 718-405-4265 or choffman@montefiore.org
<b>Business Information Systems (BIS) MATERIALS AND RESERVATION</b>	<b>Fee:</b> No Charge Pre-registration required.  Location: One Fordham Plaza, 2nd Fl, Rm 238	The Materials and Reservation training process is a paperless purchasing system that will allow the user to purchase materials on-line without the paper trail of signature approvals. The end-user will be able to create purchase requisitions (non-stock) items as well as reservations (stock) items.  Audience: Managers; nursing personnel; support staff who order or purchase supplies.	<ul style="list-style-type: none"> <li>• Accessing the system</li> <li>• Creating a requisition for contracted items</li> <li>• Creating a requisition for non-contracted items</li> <li>• Transaction codes vs. Menu Paths</li> <li>• Searching for contracted items in the system</li> <li>• Locating vendors contracted by MMC</li> <li>• Listing your requisition by cost center or order number</li> <li>• Creating a reservation for Bill of Material (BOM)</li> <li>• Creating a blank reservation</li> <li>• Listing your reservation by cost center or order number</li> <li>• Utilizing SAP e-mail</li> </ul> For the schedule and to register, please contact: Cynthia Hoffman at 718-405-4265 or choffman@montefiore.org

COMPUTER COURSES	Dates/Fees	Who Should Attend	Course Description
Intro to Access (Part 1 & 2) Pre-registration required.	\$250 Dates TBA on MonteTalk	All associates seeking introductory knowledge of Access.	Two-day introductory class to database concepts and management. Teaches the use of databases, tables, queries, forms, and reports.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Intermediate Access Pre-registration required.	\$125 Dates TBA on MonteTalk	All associates seeking to expand their knowledge of Access.	This course will provide the learner with the skills and knowledge needed to perform complex queries, create more efficient forms, reports and macros.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Advanced Access Pre-registration required.	\$125 Dates TBA on MonteTalk	All associates seeking to expand their knowledge of Access.	This course will provide the learner with the skills to develop an application and tie the objects together into a cohesive system by using macros and Visual Basic for Applications code.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Intro to Excel Pre-registration required.	\$125 Dates TBA on MonteTalk	Individuals seeking introductory knowledge in Excel.	This course will provide the learner with the skills and knowledge needed to use and manage spreadsheets.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Intermediate Excel Pre-registration required.	\$125 Dates TBA on MonteTalk	Individuals seeking to expand a basic knowledge base in Excel.	This intermediate level course is designed to enhance skills in using Excel. Chart creation, graphic presentations and list management will be covered.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Advanced Excel Pre-registration required.	\$125 Dates TBA on MonteTalk	Individuals seeking to expand an intermediate knowledge base in Excel.	This advanced level course is designed to enhance skills in using Excel. Advanced formula construction, creating Excel web pages and working with interactive excel web documents covered.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Intro to PowerPoint Pre-registration required.	\$125 Dates TBA on MonteTalk	Individuals seeking introductory knowledge of Power Point.	This course provides information and practice in creating effective presentations.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Intermediate PowerPoint Pre-registration required.	\$125 Dates TBA on MonteTalk	Individuals seeking to expand a basic knowledge base of Power Point.	This intermediate level course is designed to enhance skills in using Power Point including embedding of Word tables and Excel charts.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Advanced PowerPoint Pre-registration required.	\$125 Dates TBA on MonteTalk	Individuals seeking to expand an intermediate knowledge of Power Point	The advanced level of PowerPoint helps the learner build interactive presentations, collaborating on the web.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Intro to Word Pre-registration required.	\$125 Dates TBA on MonteTalk	Individuals seeking introductory knowledge of Word	This introductory course provides discussion and practice in using Word.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Intermediate Word Pre-registration required.	\$125 Dates TBA on MonteTalk	Individuals seeking to expand a basic knowledge base of Word.	The intermediate level offering assists the learner to develop the skills necessary to effectively create, modify, perform calculations and import data in tables, merging documents and creating templates.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Advanced Word Pre-registration required.	\$125 Dates TBA on MonteTalk	Individuals seeking to expand an intermediate knowledge of Word.	The advanced level offering assists the learner to develop the skills necessary to create forms, use graphic effects, tracking changes, creating hyperlinks.  For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
Microsoft Project - Intro Pre-registration required.	\$125 Dates TBA on MonteTalk	Students will learn how to use MS Project 2000 to assist them with their project planning and project management.	For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org
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Microsoft Project - Advanced Pre-registration required.	\$125 Dates TBA on MonteTalk	Students will learn how to use MS Project 2000 to assist them with their project planning and project management.	For the schedule and to register, please contact: Michelle Ferguson at 920-8889 or mferguso@montefiore.org

To register call: (718) 920-8889 or (718) 920-7788



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## 2008 Organizational Development Programs

Sponsored by the Division of Education & Organizational Development  
at Montefiore Medical Center  
Bronx, NY

MONTEFIORE



MONTEFIORE MEDICAL CENTER  
The University Hospital for the  
Albert Einstein College of Medicine

## 2008 Organizational Development Programs

DIVISION OF EDUCATION & ORGANIZATIONAL DEVELOPMENT

To register call: (718) 920-8889 or (718) 920-7788

### Montefiore Medical Center Our Vision:

Montefiore Medical Center is dedicated to being the best health care provider for the Bronx and surrounding regions. Montefiore associates and medical staff provide patient and family-centered care that meets the needs and exceeds the expectations of clients, embraces academic excellence, and achieves quality outcomes in a professional and fiscally responsible manner.

### Our Mission: Patient Care, Education, Research, and Community Service

Montefiore seeks to improve health care by delivering high-quality patient care, training health professionals, advancing medical research, and reaching out to the community with

new approaches to disease prevention and to issues considered beyond the traditional mission of a medical center. Community service has been a longstanding tradition at Montefiore, resulting in the expansion of basic health care for the under-served and uninsured and the creation of programs for fighting AIDS, lead poisoning, and child abuse, which have become national and international models. These services are provided in clinical settings of compassion and concern for patient needs where quality and cost-effective performance and the highest standards of ethical conduct are primary considerations.

As the University Hospital for the Albert Einstein College of Medicine, Montefiore is committed to remaining one of the foremost academic medical centers in this nation.

Montefiore serves more than 1.2 million Bronx residents and 500,000 individuals in Westchester. Patients come from across the region and nation and as far away as Russia, China, Ukraine, and Norway. As the largest employer in the Bronx, Montefiore has evolved into a complex, tertiary healthcare system in one of the most ethnically and economically diverse regions of this nation. Countless patients have been helped, and their lives extended and enhanced by the innovations and commitment of our physicians, nurses, and other health care professionals.

Montefiore has affiliations with other medical institutions and collaborates with health care providers and scientists throughout the world, sharing knowledge, training, and expertise across all disciplines.

Money orders and checks only. Make payable to: Montefiore Medical Center  
Please send registration form with total payment to:

**Montefiore Medical Center**  
**Attention: Bettie S. Jackson RN, EdD, FAAN**  
**Director, Division of Education & Organizational Development (DEOD)**  
**111E. 210th Street**  
**Bronx, New York 10467**

*Cancellation of enrollment can be made up to one week before the day of each course. A processing fee will be charged for each cancellation. For more information, call (718) 920-5737 or contact us via email at trobinso@montefiore.org. Parking available for a fee.*

MONTEFIORE



## 2008 Organizational Development Programs At A Glance

	JAN.	FEB.	MAR.	APR.	MAY	JUNE	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.
<b>PROGRAMS</b>												
Jump Start	10, 15, 17	7, 12, 14	6, 11, 13	10, 15, 17	8, 13, 15	5, 10, 12	10, 15, 17	7, 12, 14	11, 16, 18	9, 14, 16	6, 11, 13	4, 9, 11
Press Ganey - eCompass Training	Dates TBA via GroupWise											
Healthcare Leadership Academy (HLA)	Dates TBA via GroupWise											
eLearning Course Development Consulting	Call for further information 920-5423											
Shackelton Leadership Series	Dates TBA via GroupWise											
Team Development Consulting Services	Dates TBD											
Soft Skills Courses		20	12, 26	2		25	16			1	19	10
Business Information Systems (BIS) <i>Financial Training</i>	For the schedule and to register, please contact Cynthia Hoffman 718-405-4265											
Business Information Systems (BIS) <i>Materials and Reservation</i>	For the schedule and to register, please contact Cynthia Hoffman 718-405-4265											