



2018 HDI Leadership Forum Events
Dates: June 11- 14, 2018
Location: One Ocean Resort | Atlantic Beach, FL
Group: Healthcare Providers Forum
Facilitator: Allyson Rollins | allyson.rollins@ubm.com 719.439.9742

Monday

7:00 pm – 8:30 pm Networking Reception
All Forum participants are encouraged to attend this social activity. Appetizers and drinks will be served.

Tuesday

7:45 am – 8:30 am Breakfast

8:30 am – 9:00 am HDI Welcome
Presenter: Allyson Rollins

9:00 am – 10:15 am Your Biggest Challenge: Solve My Problem
Facilitator: Allyson Rollins
Each person will introduce themselves and provide a description of their biggest challenge. We will share these pain points and address the challenges as a group for each topic.

10:15 am – 10:30 am Break

10:30 am – 12:00 pm *Windows 10 | Office 365 Implementations: Case Studies*
Presenter: TBD

12:00 pm – 1:00 pm Lunch

1:00 pm – 3:00 pm Team Building | Coaching | Mentoring: SME
Presenter: Bill Thallemer
When managing a team how do you train your employees, build morale, keep them engaged and function as a team? What are some coaching techniques used to provide both positive and constructive feedback to your staff? How do you keep it consistent? What matters are considered subjective? How does

an employee best excel to the next level in IT? Do you have a mentoring program? If not, what are some things you can do to a mentoring program launched?

***Break when convenient**

3:00 pm – 4:30 pm Automation: Roundtable Discussion
Facilitator: Allyson Rollins

Automation through AI, Lean management to make things more efficient to better manage time. Utilization at a level 0, routine tasks how can you best automate. When to know how to minimize the admin side of the process. We do not want automation to cause more work. When is the right time to have automation within tools and groups? Level setting, where are you seeing this best being used? How do you best align automation with the groups and gain buy in from other departments?

4:30 pm – 5:00 pm Facilitated Parking Lot Discussion/ Future Topics
Facilitated by: Tom Lewis

This is an opportunity for open discussion regarding challenges faced, successes experienced, tools, RFPs, vendors, etc. Take this time to ask questions of your peers, share ideas or generate topics that are not mentioned on the agenda. What are some current issues you are facing that you would like to discuss? Use your post-it notes to capture your thoughts throughout the day not pertaining to the agenda items. Utilizing the parking lot area in the meeting room, stick your topic, idea or question in the designated area to be discussed at this time during the day.

5:00 pm – 6:30 pm Free Time

6:30 pm – 8:30 pm Group Dinner

Wednesday

7:45 am – 8:30 am Breakfast

8:30 am – 9:15 am Group Workshop / Session/ Activity
Facilitated by: Allyson Rollins or SME

This will consist of circuit discussions, SME Workshop or another group activity.

9:15 am – 9:30 am **Break**

9:30 am – 10:45 am **Self Service Portal: Show and Tell**

Presenter:

Self Service Portal and your ticketing system: What tool are you using? Were you using a different tool before implementation? What was your implementation process? How did you gain buy in? What is working well? What areas could use improvement? How do you measure success? What reports do you run? How do you categorize? Incident forms, service catalog be prepared to share it all with the group.

Come prepared to share your ticketing system with the group.

10:45 am – 11:00 am **Break**

11:00 am – 12:00 pm **Employee Satisfaction: RoundTable Discussion**
Facilitator: Allyson Rollins

12:00 pm – 1:00 pm **Lunch**

1:00 pm - 2:15 pm **Hiring Practices| Job Descriptions: Interactive Session**

Facilitator: Allyson Rollins

Participants should come prepared to share the interview questions and job descriptions they use in hiring analysts and other team members. What does your recruiting process look like? How often does the work not align with the job description? Who is responsible for writing the job descriptions? Who does the interviewing? Are you trained to conduct job interviews? Who does the training? How often are the job descriptions updated? Do you have specific questions for each candidate? How do you conduct interviews, group, panel, one on one, how do you assess each candidate? What about note taking within interviews? How do stay consistent? What is HRs involvement?

2:30 pm – 2:45 pm **Break**

2:45 pm – 5:00 pm **Site Tour**

5:00 pm – 5:30 pm **Free Time**

5:30 pm – 7:00 pm **Group Reception**

Thursday

7:45 am – 8:30 am **Breakfast**

8:30 am – 10:30 am **Problem Management | Major Incident: Discussion**
Facilitator: Allyson Rollins

10:30 am – 10:45
am **Break**

10:45 am – 11:30
am **Celebrate Success**
Presenter: We need a volunteer to share a recent success story.

11:30 am – 12:00
pm **Leadership Forum Closing**
Facilitated by: Allyson Rollins
