

# 2017 Nebraska Health Care Administrative Professionals Conference

Where Inspiration Meets Practicality featuring Pete Smith

Wednesday, May 3, 2017 | 8:30 a.m. - 3:45 p.m.  
Fairfield Inn & Suites - Kearney, NE

Every day, health care administrative professionals across the state exceed standards of excellence by providing outstanding support to their facilities.

These talented, bright and experienced administrative professionals are integral to their health care organizations, and this conference is intended to honor their special dedication and to provide new, fresh ways to excel in an administrative position.

Learn from nationally-recognized speaker, **Pete Smith**. His discussion, "Where Inspiration Meets Practicality," gives attendees tools and tips to better serve their hospitals and organizations.

## Goals for the audience:

- **EDUCATE:** Knowledge isn't what changes an individual or an organization — implementation does. You will leave with tangible next steps.
- **ENTERTAIN:** There's nothing worse than sitting in the audience waiting for the speaker to finish... after two minutes of the presentation. You will learn more when you're having fun. You will laugh and learn!
- **ELEVATE:** You will leave feeling energized, motivated and inspired!

## PRESENTER



**Pete Smith** has been called "One of America's most influential professional development experts." He is a sought-after international speaker and trainer in the fields of leadership, management, personal growth and development. His energetic, edgy and interactive style is complimented by his ability to provide practical takeaways that actually work, while having a little fun in the process.

Mr. Smith is the author of *Dare to Matter*, which elevated to the #2 best seller in the Business Motivation and Self-Improvement category. He is a board member of the HR Alliance DC and a director in the Association for Talent Development's DC Chapter. He is the creator of multiple leadership and management development programs, including the Rockstar Manager and the Expect to Win leadership programs.

How one past attendee reacted after hearing Pete's presentation:

"Pete's energy is contagious. He definitely knows how to engage and retain a crowd. The content he provides is meaningful and relevant to any audience that is in front of him."

We encourage all NHA member hospitals and health systems to support their administrative professionals from any department to attend this conference.



**NHA** Nebraska Hospital Association

## PROGRAM AGENDA

8:00 – 8:30 a.m.

### Registration & Continental Breakfast

8:30 – 9:15 a.m.

### Welcome and Getting to Know the NHA

Laura J. Redoutey, FACHE, NHA President

NHA President Laura Redoutey will welcome participants and provide a brief overview and describe the resources available to you as a member of the Association.

9:15 – 10:30 a.m.

### Built for Legacy: Three Keys to Sustainable Team Excellence

Look, any team can be great once, but success in the health care industry isn't built on fluke excellence or isolated great performances. The best teams, the best organizations, are those that are able to sustain high levels of performance year after year. To do that, it requires that leaders understand and implement three crucial keys:

1. That cultivating organizational, team, and individual identity is often the biggest determinant in hiring, retention and engagement success.
2. That low performance, decreasing morale, and poisonous cultures are usually created by and evident in areas often viewed as "inconsequential."
3. That continued excellence requires an unwavering attack on complacency at every level. Not only does this presentation address all three keys in more detail, it provides the tangible takeaways to begin making a significant difference immediately at work.

10:30 – 10:45 a.m.

### Break

10:45 a.m. – 12:00 p.m.

### Get in the Game: You Can't Win If You Don't Play

No one ever joined the major leagues to bunt. When we consider how many people live their personal and professional lives, however, that's exactly what they're doing – playing it safe. What if, instead, you're meant to swing away and win the game? Based on Pete's book *Dare to Matter*, attendees will be inspired, challenged and entertained as they travel through the detailed framework designed to help busy professionals live life through a lens of significance, not just success. Beginning with the foundation of choice and ending with a focus on impacting others, each phase is designed to shift the way professionals think, expand their vision and uncover their deepest desires and perceived limitations... all lessons Pete learned from surviving a stroke. Get ready to poke the lion.

12:00 – 1:15 p.m.

### Networking Lunch

Network with your peers at the NHA Services Showcase next door at the Younes Conference Center and learn about the NHA Services preferred business partners.

1:15 – 2:15 p.m.

### What's NOT Being Said Needs to Be Understood

If 100% of communication is comprised of body language, tone and words, why do we still experience such an enormous amount of poor miscommunication? Perhaps it's because we fail to acknowledge, address, or assess what's not being said in a conversation. Because much of our communication is expressed beneath the surface, it's important to recognize how we are influenced by what we see, hear and say, and understand how we (and others) interpret that information. Our beliefs, experiences, judgments and expectations heavily influence the way we communicate. Yet, those are aspects not frequently explored in our communication effectiveness. If we're going to connect with people on a different, more meaningful level, then it's important to meet them beneath what's visible on the surface. This is not your ordinary session on communication. It is challenging, educational and entertaining as we explore the dynamics of human interaction.

2:15 – 2:30 p.m.

### Break

2:30 – 3:45 p.m.

### **Advancing & Expanding Your Career: Progression with or without Promotion**

You know that career advancement is important to you. For some, that means getting promoted. For others, it may mean moving into a position that fits them better. In order to take advantage of the opportunities that await you, as well as developing the determination to create new ones that don't currently exist, it requires that you excel in five specific categories that are relevant to both your personal and professional life. Examining each of the five "pillars of progress," participants will design relevant action items in each category that will assist them in their career advancement. The difference between those who excel and those who stay stuck may be determined by how well they excel in each of these five pillars.

3:45 p.m.

**Adjourn**

## **REGISTRATION INFORMATION**

1. **Online at:** <http://tinyurl.com/NHA-ADMIN2017>
2. **Mail** registration form and payment to NHA Foundation, P.O. Box 82653; Lincoln, NE 68501-2653
3. **Fax** registration form and payment information to (402) 742-8191

**Registration and payment must be received by April 18, 2017.**

### **Lodging information**

A block of rooms has been reserved for the evening of May 2, 2017, at the Fairfield Inn & Suites, 510 Talmadge Road, in Kearney. Call (308) 236-4200 to reserve a room in the NHA block by **April 18, 2017**. When making your reservation, please mention you are attending the NHA Administrative Professionals Conference to receive the discounted rate of \$99.95/night + tax.

### **Conference cancellation policy**

Cancellations received in writing up to five business days prior to the event will be given a full refund less a \$50 per person processing fee. No refunds will be given for cancellations received less than five business days prior to the event. Substitutions are permitted.

### **Dress**

Business casual dress is appropriate for all events. Meetings room temperatures often are difficult to regulate, so dressing in layers is suggested.

### **Special needs**

In accordance with the Americans with Disabilities Act, the NHA seeks to make this conference accessible to all. If you have a disability that may require special accommodations or have any dietary restrictions, please e-mail your needs to [hbullock@nebraskahospitals.org](mailto:hbullock@nebraskahospitals.org) or call (402) 742-8148.

### **Questions?**

For questions about the event, contact Jennifer Rathman, director of communications, at (402) 742-8151 or [jrathman@nebraskahospitals.org](mailto:jrathman@nebraskahospitals.org). For questions about registration or lodging, contact Heather Bullock, member services & events manager, at (402) 742-8148 or [hbullock@nebraskahospitals.org](mailto:hbullock@nebraskahospitals.org).



**NHA** Nebraska  
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Association

The influential voice of Nebraska's hospitals

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