



## Communication Skills for Administrative Professionals



### **Date & Location:**

Tuesday, Nov. 14, 2017  
The California Endowment  
1000 Alameda St.  
Los Angeles, CA 90012

### **Time:**

Registration: 7:30 a.m.  
Program: 8 a.m.—noon

### **Cost:**

\$170 HASC Hospital Members  
\$190 Non-Member

### **Contact:**

Karen Ochoa  
Phone: (213) 538-0765  
Email: kochoa@hasc.org

### **What Sets an Effective Administrative Professional Apart?**

How does your role fit into your organization's overall mission? How do your actions affect the patient care that your organization so highly values?

Join us for Communication Skills for Administrative Professionals as we explore the links between the two and show how leveraging your skills through effective communication has a larger impact than you may recognize. Using multiple tools, we will build upon concepts that you already use in your professional life.

- Who do you impact on a regular basis?
- What is self-awareness and why is it so critical?
- When is mastery of emotional intelligence most vital?
- How do you navigate daily communication hurdles?

### **What Makes This Course Different?**

- Each course is customized for your specific needs
- Entirely interactive to create a productive and inspiring experience
- Participants will have the opportunity to join specialized cohorts

## Course Glimpse

### **1st hour – Authentic Introspection**

As an administrative professional, you are the gatekeeper — of information and communication flow. You're trusted with critical information and have the ability to greatly impact your daily surroundings. In the course's first hour, we'll begin by exploring our personality profile and personal goals in order to build upon our communication strengths.

### **2nd hour – Harnessing Your Strategic Agility in Your Role**

Explore how you “show up” in your organization — how you defy the reality of irrelevance and how you create your own impact story. Through this artful experience you'll design an impact statement that clarifies your role, its strategic placement in the organization, and how to utilize these elements to build confidence and enhance conversations with supervisors, colleagues and direct reports.

### **3rd hour – Thriving Partnerships: Shifting from the “Me” to the “We”**

Identify your internal customers' group identity, or “we,” to support, collaborate with, and impact those around you. Explore the unique communication styles in your organization and how you can enrich dialogue that streamlines communication and builds collaboration.

### **4th hour – Piloting Your Organizational Story**

Develop your ability to understand and share your story. For example, how do you both articulate your perspective and elicit those of others? We'll explore how to navigate those important conversations, create unity and engagement, and manage the art of conflict resolution to build more productive collaborations in the workplace.



Facilitator Shalyn Eyer joined FutureSense in 2014 — and has over 18 years of experience in education, government and corporate environments. She holds a bachelor's degree in psychology from Sonoma State University, and a master's in organizational management and strategic leadership from Ashford University. Eyer started her career in the government sector, took a short detour in the financial industry and then moved into higher education — where she played an important role in launching and expanding the Wine Business Institute at Sonoma State University. In this endeavor, she expanded her skills in program development, recruiting, sales and marketing, and event and program management.

Eyer has a passion for working with people — building effective teams and cultivating relationships within an organization. With her education and breadth of experience, she is well-versed in “people relations” — group dynamics, team orientation, conflict resolution and leadership strategies. Eyer believes that a great company requires engaged people who are fulfilled in their roles and excited to show up to work each day. She further believes that creating this dynamic takes time, effort and a commitment to change.

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The California Endowment  
1000 West Alameda Street  
Los Angeles, CA 90012

Registration/Breakfast: 7:30 a.m. Event Time: 8 a.m.– noon

*Employees of member hospitals should register as HASC members. Please call Karen Ochoa at (213) 538-0765 if you have a question about your membership. Registration fees include breakfast and course materials.*

\$170 HASC Hospital Member     \$190 Non-Member

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: **(required):** \_\_\_\_\_

### IMPORTANT REMINDERS

- Registration deadline: **Oct. 30, 2017.**
- Valid payment information must be received with your registration.
- Mail and make check payable to: HASC, Attn: Karen Ochoa, 515 South Figueroa St., Ste. 1300, Los Angeles, CA 90071.
- Fax registration form to (213) 482-8537.

### SPECIAL NEEDS or QUESTIONS

For ADA assistance or general registration questions, contact Karen Ochoa at (213) 538-0765 or [kochoa@hasc.org](mailto:kochoa@hasc.org).

### CANCELLATION

- All cancellations must be requested in writing and confirmed by HASC **no later than Oct. 30**, and will be subject to a \$50 processing fee.
- Cancellations after Oct. 30, and non-attending registrants, will be invoiced for the entire registration fee.
- Substitutions are accepted at any time for this program but will not be processed until full payment has been received. Fees are non-transferrable for other HASC seminars.