

AACC and the Management Sciences and Patient Safety Division Present

CLINICAL LABORATORY LEADERSHIP AND MANAGEMENT CERTIFICATE PROGRAM

An online learning program for laboratory professionals who want to improve their management skills



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AACC

INTRODUCTION

One of the biggest obstacles to operational excellence in the clinical laboratory is inadequate staff leadership and managerial skills. Millions of dollars are wasted annually because of poor laboratory management. By improving your skills as a change leader, you can advance your career, improve job satisfaction for yourself and others, and contribute to successful laboratory operations. Learn how to:

- Ignite and nurture an environment of creative problem solving
- Work smarter, not harder through effective time and stress management
- Develop emotional intelligence skills that earn trust and help build effective teams
- Inspire and reward individual and team excellence
- Think strategically and implement change through effective planning and goal setting

PROGRAM OVERVIEW

Laboratory professionals often have excellent technical skills but little opportunity for training in leadership and management. This certificate program is offered for those laboratory professionals who want to contribute to successful laboratory operations and, at the same time, improve their job satisfaction and career opportunities. By adopting strategic thinking, embracing innovation, and investing in change, you can contribute to patient satisfaction, reduced staff turnover, and improved laboratory performance.

The AACC Management Sciences Division has developed this six-course certificate program to introduce the theory and practical applications of effective leadership. The program concentrates on developing the knowledge and abilities to run a laboratory efficiently and effectively by focusing on skills in leadership, time management, personnel management, team development, motivation, and strategic thinking and planning. The expert faculty are experienced educators who have extensive knowledge of laboratory operations.

PROGRAM FORMAT

The Clinical Laboratory Leadership and Management Certificate

Program is composed of six courses which can be completed online in 1-2 hours each. Each course contains a lecture, required reading, and quiz and may include case studies, practical exercises, glossary, and resource materials. There are opportunities for interaction with faculty and other participants. You can earn continuing education credit for each course completed.

To receive your certificate, you must successfully complete the content and pass the multiple-choice examination for all six courses by the program end date. Certificates are awarded monthly. A register of graduates is maintained on the AACC website and graduates are recognized during the Management Sciences Division leadership symposium at the AACC Annual Meeting.

TECHNICAL REQUIREMENTS

To access this certificate program, you will need a computer with Internet access and speakers, a compatible Internet browser (eg, Internet Explorer), and a compatible version of the Flash plug-in. To see if your browser, flash plug-in and system meet the minimum requirements please visit the Adobe System Requirements page: <http://www.adobe.com/products/flashplayer/systemreqs/index.html>

PROGRAM SCHEDULE

Clinical Laboratory Leadership and Management Certificate

Program: For laboratory professionals who want to improve their management skills.

Available for sale: January 1, 2012

Sold Until: December 31, 2012

Program Access Available: January 1, 2012 - July 15, 2013

Fee: \$200.00 AACC Member; \$400.00 Non-member

PID: 6816

COURSE DESCRIPTIONS

The following six courses are included in the program:

Leadership Skills for Effective Clinical Laboratory Management

Leaders are needed at every level of the laboratory and institution. This course will help you develop your own leadership skills and prepare you for assuming more leadership in your organization.

- Theories discussed in Steven Covey's *Seven Habits of Highly Effective People*
- The differences between leadership and management
- The five components of emotional intelligence
- Methods for becoming a more effective leader

Time Management Skills to Benefit Your Laboratory

To accomplish more productive work in the limited time available, you need to work smarter not harder. This course will give you ideas on managing time more efficiently to the benefit of your laboratory and your personal life.

- The value of time and time management
- A working system for managing your time
- Practical strategies and tactics for time management
- Increasing productivity in yourself and your staff

Laboratory Personnel Management Techniques: Recruiting, Hiring, and Evaluating

Managing people is one of the key responsibilities of laboratory managers. This course provides an introduction to the basic functions of management, focusing on the non-technical side which includes recruiting, hiring, writing job descriptions, and evaluating personnel.

- Recruiting, hiring, and evaluating employees
- Understanding basic management functions
- Human resource guidelines, laws, and regulations
- Where to find sample forms, job descriptions, rating scales, case histories, and Internet resources

Team Development in the Laboratory

Effective teams are critical to laboratory operation. Learn how to form teams, understand the stages of team development, promote team participation skills, facilitate team performance, and manage conflict.

- Value of teams
- Stages of team development
- Team participation skills

The Importance of Motivation in Managing Laboratory Personnel

Effectively managing laboratory personnel is even more

important in this time of workforce shortages. The laboratory manager who retains excellent employees adds value to the institution and improves the quality of work-life. This course will give you insight into the art of motivating yourself and/or others.

- Motivation tips and practical advice
- Classic and contemporary motivation theories
- Application of theory to the laboratory environment

Strategic Thinking and Planning

Strategy is the path to your desired future. It is a conscious process driven by choices and actions at all levels of the organization. This course will illustrate how success is linked with the ability to align strategy with actions.

- Strategic thinking
- Strategic planning tools
- Leading change
- Decision making

ACCREDITATION

Category 1 ACCENT® credit is offered for each course. See course outline for specific number of credit hours. AACC is an approved provider of continuing education for clinical laboratory scientists in the states of California, Florida, Louisiana, Montana, Nevada, North Dakota, Rhode Island, and West Virginia.

CANCELLATION POLICY

Cancellations and refunds are not available for e-learning courses.

Presented by **AACC** and

Management Sciences and Patient Safety



A DIVISION OF AACC