

Week 1 Module: Leadership Development
March (Date to be determined)

Location: Georgia Southern University, Jiann-Ping Hsu College of Public Health, Statesboro

Monday:

Time	Topics	
4 PM	Registration and Introductions	
4:30 PM	Course Review and Expectations	
5:30 PM	Fundamentals of leadership	
7:30PM	Dinner	
	Topic – Ethics, Integrity, Duty	

Tuesday:

	Topics	
8AM	Review of Day 1	
8:30AM	Understanding your leadership style	
10AM	Critical thinking and analysis	
11AM	Vision, mission, goals and achievement	
12PM	Lunch	
1PM	Strategic planning	
2PM	Leader as Coach; developing a coaching relationship with employees	
3:30PM	Working with emotional intelligence and different personality types	
5:30PM	Adjourn	
Evening	Project Assignment	

Wednesday:

	Topics	
8AM	Review of Day 2 and Assignment	
9AM	Communication Skills: listening, nonverbal communication, and cultural competence	
10AM	Fundamentals of successful communication	
11AM	Influencing others & establishing accountability	
12PM	Lunch – the GAEMS	
1PM	Developing your Team; Team Role theory and application	
3PM	Guiding your team through Change	
4PM	Delegation and responsibility; Chain of command	
5PM	Day 3 Topics Exercise	

6PM	Adjourn	
Evening	Social Event	

Thursday:

	Topics	
8AM	Review of Day 3	
8:30AM	Introduction to Conflict Management	
10AM	Conflict Management Styles	
11AM	Application of conflict management styles	
12PM	Networking Lunch	
1PM	Preventing conflict through planning and management	
2PM	Understanding your audience and partners	
3PM	Negotiation strategies	
4:30PM	Empowerment and monitoring	
5:30PM	The Values of Mentoring	
6PM	Adjourn	

Friday:

	Topics	
8AM	Review of Day 4	
8:30AM	Q & A Session/Expert Session	
10AM	Application of Leadership Module to your organization	
11AM	Regional Councils; EMSAC; EMSMDAC and the Georgia Trauma Commission	
	Close and Adjourn	

Week 2 Module: Documentation, Finance & Government

May, 2019

Location: North Georgia Location to be determined

Monday:

	Topics	
4 PM	Review of module 1 and Overview	
4:30PM	Forms of Government: State and County	
5:30PM	Georgia EMS Rules and Regulations	
6:30PM	Compliance and Enforcement	
7:30PM	Dinner Speaker – Keith Wages	

Tuesday:

	Topics	
8AM	Review of Day 1	
8:30AM	Introduction to Billing & Reimbursement	
11AM	Documentation: Standards & Requirements	
12:30PM	Networking Lunch	
1:30PM	Introduction to Medicare and Medicaid	
3:30PM	How Medicare and Medicaid work	
5PM	Commercial Insurance	
6PM	Adjourn	
Evening	Project Assignment	

Wednesday:

	Topics	
8AM	Review of Day 2 and Assignment	
9AM	County Budgets	
11AM	Budget Design and Application	
12:30PM	Lunch – Working with County Commissioners	
1:30PM	External Financial Reviews	
2:30PM	Financial Reporting	
3:30PM	Staying on top of Finances and Collections	
4:30 PM	Accounting Basics – Working with Excel	
Evening	Social Event	

Thursday:

	Topics	
8AM	Review of Day 3	
8:30AM	Working with your 911 agency	
10AM	Working with Public Safety	
11AM	Working with the ED and the hospital	
12PM	Lunch	
1:30PM	Role of the EMS Medical Director	
2:30PM	Legal Issues – Abuse, EMTALA, Refusals, Liability and Malpractice, Licensing, Where and When to get legal help	
4:30PM	Day 4 Exercise	
6:30 PM	Dinner	

Friday:

	Topics	
8AM	Review of Day 4	
8:30AM	Cultural Competence, Diversity, Language	
9:30AM	HIPAA – Brief overview	
10:30 AM	Taking it back to the organization	
11:30AM	Assignments and review	

Week 3 Module: Operational Management, HR & Personnel Management
August 2019

Location: Pine Mountain Georgia (Callaway Gardens)

Monday:

	Topics	
4PM	Welcome and Overview	
5PM	Customer Service; Identity, Appearance and Brand	
6PM	Benchmarking	
7PM	Dinner – Speaker to be announced	

Tuesday:

	Topics	
8AM	Review of Day 1	
8:30AM	Protocols	
10AM	Policies and Procedures	
12PM	Lunch –Location Modeling	
1PM	Scheduling	
2PM	Inventory Management	
3PM	Fleet Management and Preventive Maintenance	
4PM	Procurement: requirements and purchase/lease decisions	
5PM	Identifying Resources	
6PM	Adjourn	
Evening	Project Assignment	

Wednesday:

	Topics	
8AM	Review of Day 2 and Assignment	
9AM	Personnel Management	
10AM	Job Descriptions	
10:30AM	Performance Management: Employee evaluations / 360 degree reviews	
12PM	Networking Lunch	
1PM	Conflict Resolution	
2PM	Human Resources: Hiring, Firing, and Disciplining	
3PM	FMLA/FLSA; Managing Overtime	
4PM	Sexual Harassment and hostile environments	
5PM	Dealing with Fatigue	
6PM	Assignments (case reviews) and Adjourn	

Thursday:

	Topics	
8AM	Review of Day 3	
8:30AM	Recognizing and Developing Potential; Reward and Retention; Leadership Identification	
10:30AM	Staff licensing and reporting	
12PM	Networking Lunch	
1PM	Performance Management/Performance Improvement	
3:30PM	Continuous Quality Improvement	
5PM	Managing Idle and Down Time	
6PM	Adjourn	
Evening	Social Event	

Friday:

	Topics	
8AM	Review of Day 4	
8:30AM	Crisis Communications	
9:30AM	Risk Management and Complaint Resolution	
10:30AM	Building a safe work environment	
11:30AM	Training and retraining	
12:30PM	Close Module 3; Interim Assignments	
1PM	Adjourn	

**Week 4 Module: PR, Resource Management, Sustainability and High Performance
November 2019**

**Location: Georgia Southern University, Jiann-Ping Hsu College of Public Health,
Statesboro**

Monday:

	Topics	
4:00PM	PR within your community and social media/networking	
5:00PM	Public Speaking and Media Training	
6PM	Adjourn	
6:30PM	Dinner - Working with the media- Guest speaker	

Tuesday

	Topics	
8AM	Review of Day 1	
8:30AM	Disaster Planning and Emergency Preparedness	
10AM	Catastrophe Simulation	
11:30AM	Crisis Response	
12:30PM	Networking Lunch	
1:30PM	Mass Casualty Incidents	
3PM	Responding to challenges and problems	
4PM	National EMS and EP Organizations	
5PM	Assign Evening Class Project	
6PM	Adjourn	

Wednesday:

	Topics	
8AM	Review of Day 2 and Assignment	
9AM	Resource Assessment and Management	
10AM	Identification of Resource Opportunities (Grants)	
12PM	Lunch - Maintaining Governmental Relationships	
1PM	Mutual Aid; Maintaining Relationships	
2:30PM	Public Health: State, District and Local; Roles	
3:30PM	State Office of EMS update	
4:30PM	Governmental Reporting	
5:30PM	Adjourn	
6:30PM	Dinner – The Georgia General Assembly	

Thursday:

	Topics	
8AM	Review of Day 3	
8:30AM	Managing for Performance: Practical Applications	
10AM	Results-driven operations	
12PM	Lunch – Topic TBD	
1PM	Technology and EMS	
3PM	Meeting expectations	
4PM	Organizational sustainability	
5PM	Succession Planning	
6PM	Adjourn	
6:30PM	Class dinner and Recognition	

Friday

	Topics	
8AM	Review of Module 4	
9AM	Further Training and Education	
9:30AM	EMS Director Alumni	
10AM	Evaluation	
11AM	Adjourn	