





CONTACT

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OUR
APPROACH

THE LEARNING STRATEGIES GROUP (LSG) IS A DIVISION OF SFU BUSINESS, Simon Fraser University, located in Vancouver Canada. The LSG team combines a passion for learning with proven expertise in designing and delivering integrated and aligned solutions that engage individuals and resonate with the organization's strategic learning requirements.

LSG works collaboratively with clients to develop customized strategic learning solutions specific to the needs of the individuals, organization or industry sector. From needs assessment through program design and delivery, LSG's mandate is to ensure that learning initiatives are aligned with the organization's culture, strategies and practices. Then, using expert facilitators and drawing on a network of knowledge resources from within and outside of the Faculty of Business at Simon Fraser University, LSG matches strategic organizational goals with customized courses, coaching, consulting, and performance support solutions.

For over 10 years, The Learning Strategies Group has worked with organizations in North and South America, Europe, Africa, the Middle East, and Asia to design and deliver learning opportunities that develop leadership and management acumen. We have a demonstrated commitment to working with health sector organizations and professionals, with programs that both enhance individual leadership skills as well as afford unparalleled opportunity to build physician engagement in the organization and systems where they practice and lead. All of our health programs promote an interdisciplinary approach, and emphasize the value of all levels of the organization and the importance of instilling a culture of service excellence from front line care providers through to senior administrators and Board Directors.

The Learning Strategies Group brings together world-class faculty from SFU Business, external subject-matter experts, and best-in-class global research in leadership and management education. The result is learning solutions that are solidly grounded in management education theory and practice, contextualized by industry, and aligned with the organization's strategic plans and objectives.

"The program provided a well-rounded view of management and leadership and forces you to think through potential real-life situations at the workplace from a unique perspective."

Health Professional Director

"It's a fact that the great majority of [healthcare professionals] have had no training in areas that one would call business. This includes financial matters such as the ability to prepare budgets, reading balance sheets and accounts. They are also ill prepared in understanding how the health system works and is organized. They may understand very well how to treat patients but not how to run a department and communicate effectively."

Dr. R. Andrew

**Director, Department of Medical Education
Providence Health Care**



DESIGN



LSG has considerable experience in needs assessment and curriculum design. We believe that a strong assessment stage significantly increases the overall value of the program. We find that keys to success include:

- Understanding objectives, culture, and concerns of the organization to best create a targeted program.
- Identifying conflicts, tensions or contradictions to assure that content, pace and schedule are relevant and realistic given participants' normal roles and responsibilities.
- Identifying meaningful and measurable outcomes to evaluate program success.
- Involving key instructional staff to ensure that assessment information is leveraged at the delivery stage.
- Creating trusting relationships to create an environment where deeply held concerns are easily shared, and to foster confidence in the program.

DELIVERY



LSG instructional methods combine practical application with essential aspects of organizational and management theory.

All LSG sessions are led by experienced facilitators and trainers. An emphasis is placed on interactivity, experiential learning, discussion, and results. A wide variety of teaching methods are utilized, from classroom seminars to hands-on activities or online delivery.

LSG instructors undertake extensive research to develop a deep understanding of the industry and organization-specific issues and challenges.

Each module, project, and seminar is integrated into a complete learning program. In many cases, feedback and evaluation is ongoing throughout the engagement.

APPLICATION



To confirm learning, and in many cases to track changes in behaviour, we give participants an opportunity to apply their skills. This is often accomplished with an applied project.

The applied project consolidates the learning and skill development acquired over the course of the program. It involves a client driven, problem solving, professional report that gives participants first-hand experience in tackling a complex strategic problem. Individuals exercise their newfound abilities in order to present a significant contribution to the organization's operations.



OUR EXPERIENCE IN HEALTHCARE

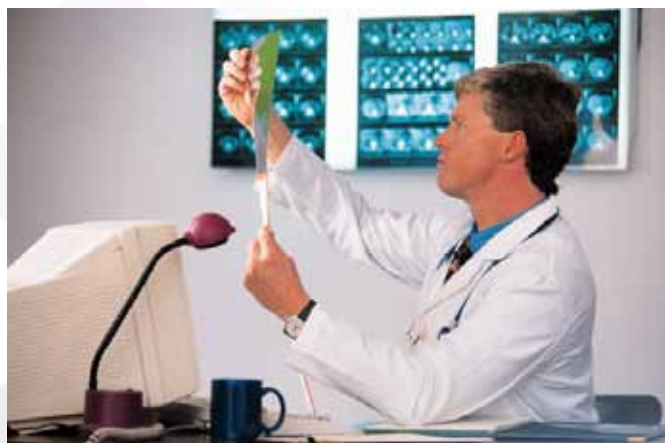
The Learning Strategies Group has a long history of designing and delivering management and leadership learning opportunities for the health sector. In over a decade of designing and delivering health programming we understand that process is key. To foster the development of insights into the complexity and breadth of challenges facing different specialties and systems of care in the health sector, our programs are designed to build organizational relationship and promote self and professional awareness; encourage participant interaction within an inter-professional cohort; enable health professionals to understand their role as leaders; and to encourage them to adopt a systems view and approach to solving complex health delivery challenges.

This document outlines some examples of healthcare leadership programs that have attracted emerging and established healthcare leaders, from the Manager, Director, VP and Board Director levels, designed for a wide range of clients including major University Teaching Hospitals, Regional Health Authorities and Departments of the Faculty of Medicine in Canadian Universities: the Health Management Program (HMP), the Health Management and Leadership Intensive (HMLI) and Children's and Women's Health Centre and Faculty of Medicine Leadership Program.



HEALTH MANAGEMENT PROGRAM

The Health Management Program is an open enrollment program that attracts physician and health professional leads from acute and community systems of care and Academic Health Sciences. It is designed to provide physician and clinical leaders with an introduction to and opportunity to develop key management and leadership skills. The cohort typically includes physician and allied healthcare leads at the VP, Director and Department Head level. The program is 7 days in length.





HEALTH MANAGEMENT AND LEADERSHIP INTENSIVE

The Health Management and Leadership Intensive is a customized program that was delivered in a hospital setting to accommodate the clinical obligations of medical fellows from a number of medical specialties. The objective of the Health Management and Leadership Intensive is to provide clinical professionals with an introduction to leading and managing in increasingly complex healthcare environments. The Intensive provides a focus on key concepts and skills necessary for strategic leadership of health services from operational/quality, financial and leading people perspectives.

The intensive is offered over 10 sessions with a total of 30 face to face contact hours. The sessions are delivered utilizing a combination of lecture, case study, group discussion and action learning activities to examine the delivery of health care from a service strategy perspective.

Participants are provided with pre readings and session resource materials.





CHILDREN'S AND WOMEN'S HEALTH CENTRE & UBC DEPT. OF PEDIATRICS – LEADERSHIP DEVELOPMENT PROGRAM

The BC Children's and Women's Health Centre and the UBC Department of Pediatrics Leadership Development Program is a customized 11 day leadership development program. The program provides an inter-professional milieu for Health professionals to examine the leadership issues at the forefront of leading for quality healthcare delivery and team environments.

The Children's and Women's Health Centre and the UBC Department of Pediatrics Leadership Development Program was designed by Learning Strategies Group in partnership with the UBC Department of Pediatrics. The program was designed for the Department of Pediatrics Division Heads and Children's and Women's Health Centre Program Managers. The design was developed based on the belief that inter-professional partnership and capacity building enhances quality of care. The goal of the program is to facilitate an interdisciplinary learning opportunity focused on developing individuals into organizational leaders. Participants and their colleagues are provided with the opportunity to examine relevant and current leadership challenges and throughout the program all participants experience practical skill development and application of management and leadership concepts that are foundational to healthcare leadership in service of achieving quality care. Main program themes focus on developing strategy and on leading people, systems and processes within the healthcare environment.

The Leadership Challenge

- Orientation
- Effective Team Building and Fair Process

Sharpening your Leadership Skills

- Negotiation Skills
- Supervisory Skills

Leveraging Opportunities

- Strategic Decision Making

Leading for Quality and Service Excellence

- Clinical and Organizational Improvement

Performing and Learning in Real Time

- Change Management Group Simulation
- Program Close



THREE DIFFERENT NEEDS – THREE DIFFERENT PROGRAMS

HMP



HMLI



C&W UBC DP - LDP



- Orientation
- Effective Team Building and Fair Process
- Negotiation Skills
- Supervisory Skills
- Strategic Decision Making
- Clinical and Organizational Improvement
- Change Management Group Simulation
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LEARNING STRATEGIES GROUP



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